



**Tariff Guide
1 February 2021**

GENERAL PRODUCTS - 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.

Description	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	£39.00 per day	
Additional Driver	The cost to authorise each additional person to drive a Vehicle and includes the Basic Protection package	£14 per day up to a maximum of £140	
DVLA Contact	This is the charge we make if we need to validate your driving licence with the DVLA	£4.75 per incident	
Congestion Charge	This is a mandatory local government tax levied to enable you to drive a Vehicle from the time of pick up from within the London Congestion Zone. The Charge will be valid up to midnight on the day of pick-up	Charged at the rate prevailing on the day of pick-up. Refer to the following website address: https://tfl.gov.uk/modes/driving/congestion-charge	
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: Cars	This is mandatory if you wish to take a car and drive it outside of the UK. The pack includes our consent form VE103B.	1-2 days	£90.00
		3-6 days	£115.00
		7-10 days	£130.00
		14-27 days	£180.00
		28+ days	£250.00
Europdrive Pack: Vans	This is mandatory if you wish to take a van and drive it outside of the UK. The pack includes our consent form VE103B	1-2 days	£99.00
		3-6 days	£127.00
		7-10 days	£143.00
		14-27 days	£198.00
		28+ days	£275.00
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 day	£36.00
		2+ days	£22.50 per day up to a maximum of £157.50
Booster Cushion	Seating for young children	The cost to rent a booster cushion is £13.00 per day up to a maximum of £130.00.*	
Child Seats	Full seating for young children (0-7 years)	The cost to rent a child seat is £13.00 per day up to a maximum of £130.00.**	
Satellite Navigation Units		The cost to rent a satellite navigation unit is £14.99 per day up to a maximum of £149.99.***	
Late check-in	This product extends the return time by up to 2 hours.	£5.00 per rental	
Out of hours collection	If you wish to collect your Vehicle at a time that is outside of the Europcar Branch's normal opening hours or if you have reserved a Vehicle from one of our airport locations that is linked to a quoted flight number and your arrival has been delayed beyond the due closing time of the Branch then an out of-hours collection charge may apply.	£60.00 per rental	
Out of hours key return box	This 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	£20.00 per rental	

* If a Booster Cushion is lost, stolen or damaged during the Hire Period you will pay us £84 per booster cushion to replace it.
** If a Child Seat is lost, stolen or damaged during the Hire Period you will pay us £84 per child seat to replace it.
*** If a Satellite Navigation Unit is lost, stolen or damaged during the Hire Period you will pay us £84 per satellite navigation unit to replace it.

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

Description	What is the Charge for?	Cost Inclusive of VAT (if applicable)
Arrive and Drive (Heathrow T3 Only)	This applies if you wish to collect your hire Vehicle from outside terminal T3 at Heathrow Airport	£22.00
Meet & Greet (Heathrow Only)	A personalised service where we meet you in the Arrivals Hall and take you to your hire Vehicle in the short-stay car park	£37.00
Drop-Off Service (Heathrow Only)	We drive you to the Airport in your hire Vehicle and drop you off so you don't need to use the courtesy bus	£22.00
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	Cars - Charge per delivery or collection 1-6 day rentals: Fixed charge of £10; and £2 per mile 7+ day rental: £10 up to 5 miles; then £2 per mile thereafter Any delivery or collection required within 48 hours of booking will be subject to a £5 additional charge
		Vans, Selection and Inbound reservations - Charge per delivery or collection Fixed charge of £10; and £2 per mile Any delivery or collection required within 48 hours of booking will be subject to a £5 additional charge.

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

Description	What does it do?	Daily Rate (inc Insurance Premium Tax)	
		**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	Small, Large & Selection Vehicle Groups	£8.00
		Van groups	£10.00
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

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

Description	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	1-13 days £7.00
			14+ days £5.00
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	1-13 days £11.00
			14+ days £9.00

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)	
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	All Vehicle groups	Between £3.00 and £300.00 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.

(see table below entitled "***VEHICLE CATEGORY DESCRIPTIONS and COLLISION DAMAGE WAIVER EXCESS VALUES")

Description	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’)	Available at participating Europcar Branches 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 £34.00	Up to £38.00	Up to £29.00	Up to £34.00
		2-3 days	Up to £30.50	Up to £35.50	Up to £26.50	Up to £32.00
		4-6 days	Up to £27.50	Up to £33.00	Up to £23.50	Up to £29.50
		7-13 days	Up to £24.00	Up to £30.00	Up to £18.50	Up to £23.50
		14-27 days	Up to £21.50	Up to £26.50	Up to £13.50	Up to £18.50
		28+ days	Up to £18.00	Up to £23.00	Up to £10.50	Up to £13.00
		Long Term	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 £450.00 or £350.00 ** Vehicle Category descriptions and Collision Damage Waiver Excess Values	1 day	Up to £26.50	Up to £31.00	Up to £23.00	Up to £28.00
		2-3 days	Up to £24.00	Up to £28.50	Up to £20.50	Up to £26.00
		4-6 days	Up to £21.00	Up to £26.50	Up to £18.00	Up to £23.50
		7-13 days	Up to £18.50	Up to £24.00	Up to £13.00	Up to £18.00
		14-27 days	Up to £16.00	Up to £21.00	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 £100.00	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 £500.00	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	

† 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>

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

Product	What does it do?	Consolidated Pricing (inc VAT)				
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	
ANY VEHICLE		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		£13.00	£11.50	£10.00
		Van groups		£14.00	£12.00	£10.50
		Selection		£14.50	£13.00	£11.50

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

Description	What does it do?	Consolidated Pricing Daily Rate (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	£12.00	£10.00
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	£12.00	£10.00
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 Branches 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

OTHER PROTECTION PRODUCTS

Description	What does it do?	Consolidated Pricing Daily Rate (inc VAT)		
		Days Rental	Daily Rate Small** Vehicle	Daily Rate Large** Vehicle
Enhanced Partner Protection ("EPP")	EPP protects you against the requirement to pay us directly for damage and theft Excess amount charges for a Vehicle where you have purchased an insurance product via an on-line car-hire cost comparison website or a travel agent ('Broker'). EPP makes the process of claiming easier as we will recover the costs of the damage or theft - up to the value of the Excess amount - directly from the insurer on your behalf. For full details of this product refer to section 26.8 of the T&C	1 days	Up to £21.50	Up to £24.50
		2-3 days	Up to £19.00	Up to £22.00
		4-6 days	Up to £17.50	Up to £21.00
		7-13 days	Up to £16.00	Up to £19.00
		14-20 days	Up to £10.50	Up to £12.00
		21-27 days	Up to £8.50	Up to £9.00
		28+ days	Up to £5.00	Up to £5.50

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† £450.00 Cat B Vehicle† £350.00	£0.00
Large	Intermediate / Intermediate Elite / Standard / Standard Elite / Full Size / Premium / Luxury	£1,400		
Selection	Selection Vehicles	£2,000 - £3,000 maximum	£500	NA
Vans	All Vans	£1,500	£250	NA

† 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>

OTHER CHARGES - You may incur some of the following Charges during your Hire Period. These are not included in the rental charges but will be calculated and payable when you return the Vehicle to us.

Description	What is the Charge for?	Cost Inclusive of VAT (if applicable)
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 Branch than you originally planned then you must have this authorised by us in advance (because some Europcar Branches 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 Branch where you collected your Vehicle for cost details
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
Fuel Charges	These fuel charges will apply if: i. you have not purchased our Full Tank Option; and ii. you have returned the Vehicle to us at the Europcar Branch without refilling the fuel tank to its maximum capacity.	£0.50 per litre above the cost of each litre of fuel that is required to refill the fuel tank of your Vehicle to its maximum capacity calculated according to the fuel policy set out in our UK website www.europcar.co.uk/terms-and-conditions
Refuelling Surcharge	In addition to the fuel charges, 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	a one-off refuelling surcharge of £18 (if applicable)
Valet charge	This applies where the level of cleaning required to return the Vehicle to a rentable condition will take longer for our staff to complete than our standard 'ready-for-rent' clean. For example if you or one of your passengers smokes or has used e-cigarettes in the Vehicle	£45
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
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
Late Cancellation Charge	This charge will be made if you tell us you wish to cancel your 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	£102
Third Party Administration Charge	Applies where we have to provide your details to, make payments or otherwise liaise with, any third parties (for example for unpaid congestion or parking charges)	£40

OTHER CHARGES - You may incur some of the following Charges during your Hire Period. These are not included in the rental charges but will be calculated and payable when you return the Vehicle to us.

Description	What is the Charge for?	Cost Inclusive of VAT (if applicable)
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
Recovery of Overdue Vehicles	<p>These charges will apply if:</p> <ul style="list-style-type: none"> • you fail to return the Vehicle to us at the end of the Hire Period without either extending the Hire Period by due process or advising us of any delay; and • you do not respond to our verbal request to return the Vehicle and we therefore need to write to you to recover the Vehicle. <p>The following charges cover the Europcar back-office resources required to draft and deliver the following letters as a means to recover our Vehicle:</p> <p>Letter A: sent 24 hours after the return time and following an initial call by the Branch;</p> <p>Letter B: is delivered by hand 24 hours after Letter A if we receive no response from it;</p> <p>Letter C: will be sent by our Security Team via email and text if we receive no response to Letter B after 24 hours of its delivery.</p> <p>Failure to respond within 24 hours of Letter C being delivered will cause us to report the Vehicle to the police as stolen.</p>	Letter A £25
		Letter B £35
		Letter C £30

CHARGES FOR LOSS OR DAMAGE TO THE VEHICLE OR ACCESSORIES

Description	What is the Charge for?	Cost Inclusive of VAT (if applicable)
LIGHT DAMAGE RELATED COSTS	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 and 12.9 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
	Loss or theft of or damage to Accessories Accessories comprise general accessories identified in the Light Damages Charges Schedule (such as locking wheel nuts, parcel shelves, boot covers etc). To replace Accessories identified in the Light Damage Charges Schedule which have been lost or damaged, 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 identified in the Light Damage Charges Schedule for the replacement key
	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). This charge pays for the back-office resource required to process associated paperwork	£40

CHARGES FOR LOSS OR DAMAGE TO THE VEHICLE OR ACCESSORIES

Description		What is the Charge for?	Cost Inclusive of VAT (if applicable)
SERIOUS DAMAGE RELATED COSTS	Tyre Replacement or Tyre Repair	If the Tyre is Replaced or Repaired during your Hire Period you will be notified of the applicable charges	<p>You will be charged</p> <ul style="list-style-type: none"> the sum(s) for which we become liable to pay to our suppliers for the Repair or the Replacement Tyre a Tyre Damage Administration Charge of £40
		<p>If the Tyre is Replaced or Repaired at the end of the Hire Period once you have returned the Vehicle to us you will be notified of the applicable charges once the Vehicle has been assessed.</p> <p>Tyre Replacements and Tyre Repairs are further explained in section 12.13 of the T&Cs</p>	<p>You will be charged</p> <ul style="list-style-type: none"> the sum(s) for which we become liable to pay to our suppliers for the Repair or the Replacement Tyre a Tyre Damage Administration Charge of £40; and a Loss of Use Charge; (calculated as indicated in section 12.11.2.1.2 of the T&Cs).
		Emergency Call Out charge	<ul style="list-style-type: none"> £90 per call out
	Windscreen Replacement or Repair	If the Windscreen is Replaced or Repaired during your Hire Period you will be notified of the applicable charges	<p>You will be charged</p> <ul style="list-style-type: none"> For Windscreen Repairs: a Light Damage Administration Charge of £40 will be added to the charges for the Windscreen Repair identified in the Light Damage Charges Schedule. For Windscreen Replacements: a Windscreen Damage Administration Charge of £40 will be added to the sum(s) for which we become liable to pay to our suppliers for the Replacement Windscreen
		<p>If the Windscreen is Replaced or Repaired at the end of the Hire Period once you have returned the Vehicle to us you will be notified of the applicable charges once the Vehicle has been assessed.</p> <p>Windscreen Repair and Replacement is further explained in section 12.14 of the T&Cs</p>	<p>You will be charged</p> <ul style="list-style-type: none"> For Windscreen Repairs: a Light Damage Administration Charge of £40 will be added to the charges for the Windscreen Repair identified in the Light Damage Charges Schedule. For Windscreen Replacements: a Windscreen Damage Administration Charge of £40 will be added to the the sum(s) for which we become liable to pay to our suppliers for the Replacement Windscreen In both cases a Loss of Use Charge; (calculated as indicated in section 12.11.2.1.2 of the T&Cs) will also be charged.
	Damage to the Vehicle OTHER THAN (i) Light Damage or (ii) Tyre or Windscreen Replacement or Tyre Repair or (iii) where the Vehicle is determined by us to be a Total Loss	<p>You will be notified of the charges with respect to damage to the Vehicle or for waste disposal or specialist cleaning once the Vehicle has been assessed at the end of the Hire Period.</p> <p>We consider serious damage to include circumstances where you have returned the Vehicle to us:</p> <ul style="list-style-type: none"> (i) in an unclean condition indicating it has been used to carry raw or hazardous waste or it still contains raw or hazardous waste and the provisions of section 11.11.1.3 apply; or (ii) containing excessive amounts of refuse; or (iii) in a condition that requires more than a valet clean or our standard ready for rent clean (for example if you or a passenger has smoked or used e-cigarettes in the Vehicle) and means we must engage specialist cleaners to return it to a rental standard. <p>As explained in section 12.11.1 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.</p>	<p>You will be charged:</p> <ul style="list-style-type: none"> a Loss of Use Charge; (calculated as indicated in section 12.11.2.1.1 of the T&Cs), an Engineer's Charge of £40; and a Serious Damage Administration Charge of £80; and the cost to us of using external experts for disposal of rubbish or specialist cleaning.
	Damage to the Vehicle, where the Vehicle is determined by us to be a Total Loss	<p>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.</p> <p>As explained in section 12.15 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.</p>	<p>You will be charged:</p> <ul style="list-style-type: none"> a Loss of Use Charge (calculated as indicated in section 12.15.2 of the T&Cs), an Engineer's Charge of £40; and a Serious Damage Administration Charge of £80; and the sums contemplated in section 12.15.1 of the T&Cs.
	Engineer's Charge	<p>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</p> <ul style="list-style-type: none"> (i) liaise with the repairers 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. <p>This charge is in addition to the Serious Damage Administration Charge</p>	£40

CHARGES FOR LOSS OR DAMAGE TO THE VEHICLE OR ACCESSORIES

Description		What is the Charge for?	Cost Inclusive of VAT (if applicable)
SERIOUS DAMAGE RELATED COSTS	Serious Damage Administration Charge	Applies if we have to charge you for Serious Damage caused to the Vehicle whilst you are in possession of it. This charge pays for the back-office resource required to process the paperwork associated with Serious Damage.	£80
	Tyre and/or Windscreen Damage Administration Charges	Applies if we have to charge you for Replacement Tyres or Windscreen or for a Tyre Repair as a result of damage caused whilst you are in possession of the Vehicle and the Replacement (Tyre and/or Windscreen) or Tyre Repair is carried out after you have returned the Vehicle to us at the end of the Hire Period. This charge pays for the back-office resource required to process associated paperwork	£40
OTHER DAMAGE RELATED COSTS	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 charged 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