



Assessing damage.

You are responsible for the condition of your hire Vehicle and it should be returned to us in the same condition as it was provided at the start of the Hire Period. You will be charged for any damage to the Vehicle that is outside of our normal wear and tear policy. The level of Protection you have taken (see section 26 of the Terms and Conditions of Hire for more information relating to our Protection products) will determine what your maximum liability should be (the Excess amount shown on the front of your Rental Agreement) if, in the event of an incident, the Vehicle is damaged outside of the normal wear and tear policy. This may include the cost of roadside recovery if it is necessary. Please refer to sections 12.2 and 12.3 of the Terms and Conditions of Hire for further details of how we evaluate your liability in the event the Vehicle is damaged outside of the normal wear and tear policy.

What is normal wear and tear?

Normal wear and tear is damage that naturally and inevitably occurs as a result of wear or ageing. We regard the following items as normal wear and tear rather than damage. These will therefore not be recorded and you will not be charged for the cost to repair them. Our Check-in station team will measure your damage.

Body & paintwork

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

Glass & light units

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

Interior & luggage area

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

Wheels & tyres

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

Let us know about any damage that is not recorded

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

Calling from a non-UK mobile?

Call +44 (0) 116 247 3228 (See the back page for details). This must be done within 24 hours of the Vehicle being collected/delivered. Failure to report damage will result in additional charges later.

Damage price guide

A copy of our damage price guide can be found here: europcar.co.uk/damage-price-guide.



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

Useful contact numbers.

First Call Assist™



In the event of an accident or incident call **0800 0280 999**
Calling from a non-UK phone?
+44 (0) 116 247 3228

This includes Vehicle, tyre, windscreen or glass damage.
Please quote your Rental Agreement or Vehicle registration number.

In the event of a breakdown: Please see the customer information sticker for contact details. This can be found on the Vehicle windscreen.

To make or amend a booking call
Central Reservations: **0871 384 0004***

If there is anything else you would like to discuss contact
Customer Services: **0371 384 0235**

Congestion Charges and Tolls.
To pay the London Congestion Charge call: **0343 222 2222**
To pay the Dartford Crossing Charge call: **0300 300 0120**

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



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

* Calls cost 10p per minute, plus your company's access charge. Other networks and mobiles may vary. Calls may be recorded for training and monitoring purposes. Subject to availability and driver qualification. Visit Europcar.co.uk for full terms and conditions.



“Got my keys
and I’m on
my way.”

moving *Mia's* way



Your guide to
a smooth journey.

Before setting off.

Read your Rental Agreement Terms and Conditions in full to understand your obligations.

Check your Vehicle carefully for damage such as scratches on the bodywork. This will help to ensure there are no additional charges later.

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

Let us know about any damage that is not recorded. If there is any damage on your Vehicle that is not listed on your Rental Agreement you must inform us immediately, ideally in person, before you leave the Check-out Branch. If you did not pick up your Vehicle (or were not present when it was delivered) and you find any unrecorded damage then please call First Call Assist on 0800 0280 999 and advise them of it. You will need to quote your Rental Agreement number or the Vehicle registration number. Calling from a non-UK mobile? Call +44 (0) 116 247 3228 (see back page for details). This must be done within 24 hours of the Vehicle being collected/delivered. Failure to report damage will result in additional charges later.

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

Important Information

Deposit

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

- If you paid by credit card these funds will be authorised which means that the amount is 'marked' against the card but not actually charged to it. The authorisation therefore reduces the available credit against your approved limit. The amount will not appear on your monthly statement. It may take up to 10 working days for your bank to release a deposit authorised against your credit card.

- If you paid by debit card the amount will be blocked in your account and should be released within 10 working days of the Hire Period ending.
- If you paid by cheque this will be cashed. A refund cheque will, within 10 working days of the end of the Hire Period, be issued and sent to the address shown on the Rental Agreement.
- If you paid by cash then this will be banked. A refund cheque will, within 10 working days of the end of the Hire Period, be issued and sent to the address shown on the Rental Agreement.

Driving abroad

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

Fines, penalties & speed limits

As hirer of the Vehicle you are responsible for and will pay for any London Congestion charges, Dart Tunnel charges and any parking fees that may apply during the Hire Period and for any fines and penalty charges that occur because of offences or infringements involving the Vehicle (which include, but are not limited to, parking fines, a failure to pay London Congestion and/or Dart Charge, bus lane penalties, speeding fines, clamping release) and any other traffic offences that occur whilst the Vehicle is on hire to you. An administration charge will also apply to any fines and/or penalties. Please refer to section 9.3 of the Rental Agreement Terms and Conditions for more details.

Mobile phones

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

Smoking

It is illegal to smoke in any of our Vehicles. All our Vehicles display a non-smoking sign on the windscreen. You will be charged a special cleaning fee/valet charge if you smoke within the Vehicle. Please refer to the Tariff Guide attached to the Terms and Conditions of Hire for details of the cost.

Returning your Vehicle.

Our normal opening hours are:

Monday – Friday	08:00 to 18:00 (closed Bank Holidays)
Saturday	08:00 to 13:00
Sunday	CLOSED

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

Early returns

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

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

Late returns

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

Out of hours returns

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

Extending your hire period

If you want to extend your hire beyond the agreed check-in time/date, please notify the Check-in Branch at least 2 working hours beforehand so they can amend your Rental Agreement accordingly. Failure to do so will result in a late check-in fee being applied in addition to the standard daily Rental Charge.

Collections

If you have asked us to collect the Vehicle at the end of your Hire Period then you must ensure it is parked in a place that will allow us up to 8 working hours from the end of the Hire Period to collect it without the imposition of parking, clamping, towing or compound charges. If you do not do so then you will be charged for any costs we incur as a result. You will remain responsible for the condition of the Vehicle until our Check-in Branch is able to carry out a full inspection of it.

Fuel

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

- To buy a tank of fuel upfront and save time by not having to refuel before returning your Vehicle to the Check-in station.
- Refuel your Vehicle and bring it back to the Check-in station with a full tank.
- Let us refuel the Vehicle when you return it to the Check-in station. A surcharge will apply to this option. Please refer to section 18.2 of the Terms and Conditions of Hire for more details.

Personal belongings

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

Reporting damage

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

If you are involved in an incident or accident during your hire you must call First Call Assist on **0800 0280 999**. Calling from a non-UK phone? Call **+44 (0) 116 247 3228** (See back page for details).

Invoice queries

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