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 find on 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 leave the vehicle to us (or we are not present when it was delivered) and you find any unscheduled damage, please call First Call Assist on 0800 0280 999 and advise them of the location of the vehicle and your Rental Agreement number or the Vehicle Registration Number. This must be done within 24 hours of the vehicle being picked up from the Europcar branch or being delivered. Failure to report damage will result in additional charges later.

Familiarise yourself with the vehicle.

Make sure you know where the controls are for essential instruments such as headlights, hazard warning lights, instruments such as headlights, hazard warning lights, parking brake, side mirrors, doors and the parking brake. Make sure you know where the controls are for essential instruments such as headlights, hazard warning lights, parking brake, side mirrors, doors and the parking brake. You will need to quote your Rental Agreement number or the Vehicle Registration Number. This must be done within 24 hours of the vehicle being picked up from the Europcar branch or being delivered. Failure to report damage will result in additional charges later.

Driving abroad

We will retain our vehicles to be taken over 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 (VE/5013). In addition to the cost of hiring the vehicle you will pay for any insurance and repairs made to the vehicle outside of the UK. You are responsible for being aware of and complying with the driving laws and regulations in the UK. Please note that the driving regulations in the UK require drivers to drive on the left hand side of the road.

Fines, penalties & speed limits

As the hirer of the vehicle, you are responsible for and will pay for any London Congestion charges, Dartford Crossing charges and any parking fees that may apply during the Hire Period. You will also be responsible for any fines and penalties that occur because of offences or infringements involving the vehicle, including but not limited to, parking fees, a failure to pay London Congestion and/or Dartford Crossing charge, exceeding speed limits, failing to pay road taxes, fines, penalties, and any other traffic offences that occur whilst the vehicle is on hire to you.

A reimbursement administration will charge any fines and/or penalties. Please refer to section 9.3 of the T&Cs 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 windshield. You will be charged a cleaning fee/exit charge if you smoke within the vehicle. Please refer to the Tariff Guide attached to the Rental Agreement for details of the cost.

Returning your vehicle

Our normal opening hours are:

Monday – Friday 08:00 to 18:00
Saturday 08:00 to 15:00
Sunday Closed

* We are open on Sundays and Bank Holidays at major airports and large city locations. The opening hours of all our branches can be found at www.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. Please note, however, that the rental charges will remain the same (i.e., 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.

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 branches even if they are closed using our secure key-drop off box. Please ask 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 period the agreed check-in/exit time/date, please notify the check-in branch at least two working hours before the end of your current Hire Period so we 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 eight 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 and our check-in branch is able to carry out a full inspection of it.

Fuels

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 by not having to refuel before returning your vehicle to the check-in branch.
• Refuel your vehicle and bring it back to the check-in branch with a full tank. We will deduct the cost of fuel from your security deposit.

If you have returned your vehicle to us fully refuelled then we will charge you according to the rate listed in section 18 of the Terms and Conditions of Hire.

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

If you have damaged the vehicle during your Hire Period, please report this and call First Call Assist on 0800 0280 999 as soon as it is safe to do so.

We will need to assess the cost of repair and you will be charged for any damages unless you have purchased one of our Protection products (see sections 12 and 26 of the T&Cs for more information regarding to damage to the vehicle and our Protection products). This excludes damage caused by driver misuse.

Invoice queries

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

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 will be (which means 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 section 12 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 normal use of the vehicle or ageing. We regard the following items as normal wear and tear rather than damage. These will therefore not be recorded and 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.

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 Vehicle Registration Number.

Damage price guide

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

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 the diagrams on the left to guide you.
- A small dent (up to 25mm/size of a 10p coin) is acceptable, unless it has broken the paintwork or is on the swage line (side mouldings).

Glass & light units

- Small glass chips (under 5mm) are acceptable to windscreen and headlamps – please use the diagrams on 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.

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 (see below).

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 will be (which means 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 section 12 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 normal use of the vehicle 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 branch team will measure any damage.