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 you to record the damage which you have identified 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 to 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 return your vehicle and our Check-Out staff find damage, which was not recorded, you may be charged for the damage.

To do a full inspection of the vehicle, please:
• Check your vehicle for any marks/scratches/dents.
• Check the bodywork for any paint damage.
• Check for any dents or dings visible to the naked eye.

Driving abroad
In order to rent 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 (VE525B). In addition to the cost of hiring the vehicle you will also need to purchase a Europ Assistance policy. 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 the hirer of the vehicle, you are responsible for and will pay for all London Congestion charges, Dartford Crossing charges and any parking fees that may apply during the Hire Period. You will be fully responsible for all fines and penalties that occur because of offences or infringements involving the vehicle. If you are not entitled to, parking fines, a failure to pay London Congestion and/or Dartford Crossing charges, loss of parking permit and any other traffic offences that occur whilst the vehicle is in hire for you.

An administration charge will also apply to any fines and/or penalties. Please refer to section 9.3 of the T&Cs for more details.

Mobile phones
It is illegal to smoke in any of our vehicles. All our vehicles display a no-smoking sign on the windscreen. You will be liable for all cleaning charges including internal and external cleaning for ash and cigarette butts.

Smoking
It is illegal to smoke in any of our vehicles. All our vehicles display a no-smoking sign on the windscreen. You will be liable for all cleaning charges including internal and external cleaning for ash and cigarette butts.

Return your vehicle
Our normal opening hours are:
Monday - Friday 08:00 to 18:00
(closed Bank Holidays)
Saturday 09:00 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 branches can be found at www.europcar.co.uk.

Early returns
If you return your 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 parking.

• 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 recalculcate the daily rental and accessory charges according to the actual number of days you retained the vehicle. This calculation will be based on the daily rental rate and accessory charges (if any) applicable on the date of return. Whilst the recalculated daily rental rate and accessory charges may be higher than your original quoted daily rate the final charge should be no less than the original expected Rental Charge.

Late returns
Always allow plenty of time to get back to the check-in branch, especially 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 when 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 checked in by a member of our check-in branch team. When parking, ensure the vehicle is parked legally in a safe place. In some locations it is advisable to park under 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 two working days in advance so we can amend your Rental Agreement. Failure to do so will result in a late check-out charge being applied in addition to the standard daily Rental Charge.

Collections
If you have agreed 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 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 pay for the fuel up front and save time 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 of fuel. We will then charge you the agreed amount and we will fully refuel then we will charge you according to the section of price 8.2 in 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 your vehicle when you return it to us.

Fines, penalties & speed limits
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.

Before setting off
Read the Terms and Conditions of Hire in full to understand your obligations.

Moving Smoothly
Your Smooth Journey Guide.

Your Smooth Journey Guide.
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 naturally and inevitably occurring as a result of normal use of the vehicle or ageing. We regard

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.

Assessing 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 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 windscreens 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.

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.

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

Useful contact numbers

First Call Assist™
In the event of an accident or incident call 0800 0280 999

Accident Reporting Process
In the event of an accident or incident call First Call Assist as soon as it is safe to do so on 0800 0280 999 and press option 1. Please quote your Rental Agreement or Vehicle Registration Number.
- Do not admit liability - provide all of the details of the incident to First Call Assist along with photographs so that we can deal with any claim.
- Obtain contact details and Vehicle Registration Number of the other drivers.
- Tear off the relevant Accident Card from the back of this leaflet, and give it to the other party along with the Europcar 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 windscreens.

In the event of tyre, windscreen or glass damage
Please call First Call Assist on 0800 0280 999 and press the relevant option.

Congestion Charges and Tolls
To pay the Dartford Crossing charge call: 0300 300 0120
To pay the London Congestion charge call: 0343 222 2222
To make or amend a booking call Central Reservations: 0871 384 9900
FAQ’s can be found by visiting faq.europcar.co.uk

In the event of an emergency call 999

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

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