

IMPORTANT DETAILS ON DELIVER AND COLLECT SERVICE

1. Please note that delivery and collection is not available at the following UK Europcar branches – London Barking, London Woodford Green, London Excel, London Enfield, Reading, Sheffield, Oldham, Leeds City , Preston and Manchester Piccadilly Railway Station and Manchester Trafford Park.*
2. Minimum booking notice for car delivery is 2 hours and for Selection vehicles: 48 hours. All bookings will be confirmed by the Europcar branch so please provide an accurate contact number.
3. Deliver and Collect is only available Monday to Friday 9-6pm, Saturday 9-1pm and not available on Sundays. Delivery will be made within a 1 hour time-slot agreed at the time of booking and collection within a 2 hour time-slot based on your selected time.
4. The vehicle will leave the local Europcar branch with a full tank of fuel. You are responsible for the fuel used for delivery. Unless you have taken the Full Tank Option, you are responsible for leaving the vehicle with a full tank of fuel on collection.

*If you book a vehicle in any of these areas, we reserve the right to not accept your booking. The branch will always contact you in advance to agree on a suitable solution.

EUROPCAR UK DELIVER & COLLECT SERVICE REQUIREMENTS

Before you book our Delivery and Collection service, please make sure you are eligible to do so, by meeting the below mandatory requirements:

- ✓ Home deliveries must be made to your current home address.
- ✓ For a delivery to a business or hotel address, the driver must be a UK resident paying for the rental with a UK issued card (excluding Maestro).
- ✓ For a delivery to a business or hotel address, the driver must provide a proof of address (please see below for approved types of documentation) in addition to their driving licence.
- ✓ For all deliveries, the driver must be able to produce their driving licence (along with a form of photo ID if the licence does not have a photograph) and the payment card used for the booking at the time of delivery
- ✓ For UK driving licences, the driver needs to obtain the DVLA 'One Time Pass Code' from the following link <https://www.gov.uk/view-driving-licence> (please note that a National Insurance Number is also required to complete this action)
- ✓ Additional drivers do not need to be present at the start of the rental, however, their original full valid driving licence must be presented.

A LIST OF ACCEPTED PROOF OF ADDRESS DOCUMENTS

- ✓ Bank, building society, credit card or mortgage statement.
- ✓ Bank, building society, credit card or mortgage letter relating to a specific account.
Please note: a general circulation letter is not accepted.
- ✓ Gas or electric bill from any reputable supplier.
- ✓ Sky/Virgin Media bill.
- ✓ Water bill.
- ✓ Landline phone bill. Please note: a mobile phone bill is not accepted.
- ✓ TV licence – Although issued annually, still has to meet the above criteria in relation to being posted or received online.
- ✓ Council tax bill - Although issued annually, still has to meet the above criteria in relation to being posted or received online.

ACCEPTED FORMS OF PAYMENT

- ✓ The only acceptable form of payment is by Credit / Debit Card and the primary driver must be the card holder.

OVERSEAS DRIVING LICENCES

- ✓ Driving licences issued overseas must be clearly identifiable as a driving licence.
- ✓ Driving licences issued overseas must entitle the licence holder to drive the category of vehicle that they wish to rent and must be valid to be used in the UK.

Please refer to the table below for overseas driving licences and driving in the UK.

Country	Visitors to UK	Resident in UK
Gibraltar & Designated Countries - Listed Below Australia, Barbados, British Virgin Islands, Canada, Falkland Islands, Hong Kong, Japan, Monaco, New Zealand, Republic of Korea, Singapore, South Africa, Switzerland, Zimbabwe.	Date based upon when the customer arrived in the UK	Date based upon when the customer became resident
	Under 12 months: licence valid (only up to 8 seats & up to 3 tons). Over 12 months: must have UK licence.	Under 12 months: licence valid Over 12 months: must exchange for UK licence.