



Terms and Conditions of Hire.



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We are Europcar Group UK Limited. We are a private limited company registered in England and Wales under company number 01089053 and our registered office is at James House, 55 Welford Road, Leicester LE2 7AR in the United Kingdom.

In accordance with these Terms and Conditions of Hire ("**T&Cs**") we will have the following obligations:

- A. to rent a Vehicle (either a car or a van which will be the same as or similar to the vehicle that you specify in your booking) plus any requested Accessories (general accessories which form part of the Vehicle, such as, for example, locking wheel nuts, parcel shelves and boot covers, and items added to the Vehicle by us, such as booster cushion, child seats and satellite navigation units) to you (being the person named in the Rental Agreement (as defined below) and the person who signs it) for the period of time that is specified in the Rental Agreement and which shall not exceed 84 days (the "**Hire Period**").
- B. to provide certain ancillary services with all of our rentals and to offer you other ancillary services or products which are available at an extra cost.

The relationship between you and Europcar is governed by these T&Cs together with the following documents which, once you have signed the Rental Agreement, will form a legally binding contract between us and will govern your use of the Vehicle during the Hire Period:

- i. the booking confirmation email (where you have prebooked your rental online or through our reservation centres);
- ii. the Rental Agreement including, if applicable, its specific conditions which is the document you sign at the time of check-out or the first day of rental;
- iii. the Tariff Guide to additional costs;
- iv. the Light Damage Charges Schedule and the Tyre Charges Schedule; together the '**Contract**'

In case of any conflict between any of the documents comprising the Contract then these T&Cs will take priority

If you are a company or other organisation for which a credit account has been opened the contractual documents forming the Contract between us must be read in conjunction with any corporate agreement that may exist between the parties. In the event of any inconsistencies the provisions of the corporate agreement will prevail.

If any provisions contained in these T&Cs and/or any of the contractual documents listed above are found by any court or relevant authority to be unlawful, invalid or unenforceable, the remaining provisions shall not be affected and will remain in full force and effect.

1. TO WHOM DO THE RENTAL TERMS AND CONDITIONS APPLY ?

These T&Cs will apply to:

- 1.1. you because you are the person who is paying for the rental and any associated costs and you may also be a driver;
- 1.2. any other driver who is expressly named on the Rental Agreement and who is therefore authorised to drive the Vehicle;
- 1.3. a driver (a "Referred Driver") named on a Rental Agreement that records the hirer's name as an insurer, bodyshop, dealership or recovery agency (eg., the RAC or AA or similar).

2. WHO CAN RENT AND WHO CAN DRIVE?

2.1. Who can rent?

Any person who:

- 2.1.1. is legally capable of entering into a legally binding contract and is prepared to accept responsibility for the Vehicle throughout the Hire Period; **and**
- 2.1.2. has the means to pay for the hire of the Vehicle and any associated costs that will be accepted by us (see table below); **and**

Payment method accepted	
Cash	Selected locations (please check before date of pick up)
Cheques	Accepted always
Credit Cards	Accepted always
Debit Cards	Accepted always
Accredited, prepaid or preloaded cards	Accepted always
Hire Vouchers	Accepted always

- 2.1.3. provides valid identification documents as indicated in the table below so that we can verify their identity and approve them for rental.

Documents required	
ID	Optional
Passport	Optional
Driving Licence	Mandatory
Utility Bill or Bank Statement that shows your home address	see details below regarding verifying your identity below

2.2. Verifying and approving your identity for rental:

- 2.2.1. **If you live in the UK:** before we can let you hire a Vehicle from us, in addition to photographic ID (ie., driving licence or passport), we will
- verify your identity and home address by using a third party authentication checking system. Depending on the results of the check we may need you to provide paper-based proof of identity (such as a utility bill or bank statement that shows your home address) that is less than 3 months old on the date you pick up the Vehicle from us. It may be helpful to have such documentation with you just in case as, if we need such paper based proof of identity and you can't provide it when we ask you for it, we won't be able to hire a Vehicle to you. Paper based proof will not be acceptable for our Selection range of vehicles or those paying in cash. Please note that we do not, in any event, accept cash payment for our Selection range of vehicles; and
 - access an eligibility score about you based on socio-demographic data and then check your accident claims and motor fraud history via a claims and underwriting database. You give your explicit consent to such information being processed by us and our providers for the purposes of hiring a Vehicle under these T&Cs. If you pass this check and your identity and home address is successfully verified then we can let you have a hire Vehicle but if you fail this check we won't be able to hire a Vehicle to you irrespective of whether your identity and home address is successfully verified.
- 2.2.2. **If you live outside the UK:** then, when you collect your Vehicle, in addition to photographic ID (ID card or passport) we will ask to see paper-based proof of your home address (eg., a utility bill or bank statement) proof of return flights (if applicable) and contact details within the UK. If you can't provide such documents when we ask you for them we won't be able to hire a vehicle to you. Please note that we do not accept cash payment for our Selection range of vehicles.

2.3. Who can drive the Vehicle? (the “Driver”)

The Driver of a Vehicle will be any person who is deemed by us to be authorized to drive the Vehicle because they comply with all of the following requirements:

- 2.3.1. they are expressly mentioned and fully identified on the Rental Agreement as either the hirer or an additional driver or a Referred Driver;
- 2.3.2. they have provided a valid driving license and a valid identification document according to the requirements of section 2.2 above; and
- 2.3.3. they hold a full and valid driving license
 - **UK driving licence holders:** must have held a full and valid driving licence for a minimum of 12 months that satisfies the endorsement restrictions shown in the UK Terms and Conditions section of the Europcar website (europcar.co.uk/terms-and-conditions/specific-terms-per-country). UK driving Licence holders must provide validation of their driving record each time they hire a Vehicle from us to drive in the UK and will need to use the DVLA online service “Share Driving Licence” to view and create a one-time passcode. Each Driver should go to <https://www.gov.uk/view-driving-licence> where she/he will be asked to submit his/her driving licence number, National Insurance number and home postcode. The passcode, which will be valid for a maximum period of 21 days from the point it is generated, must be presented to us and still be valid when picking up any Vehicle from us. If we need to check the Driver’s licence with DVLA for any reason (other than by using the Share Driving Licence passcode) then you agree to pay the DVLA Contact charge that is set out in the Tariff Guide;
 - **Non UK driving licence holders:** must have held a full and valid driving licence for a minimum of 12 months. Licences issued overseas must be clearly identifiable as a driving licence, otherwise an international driving licence will be required. Some licences are only valid in the country of issue e.g. India, so an international driving licence is required. In addition the following documentation must also be provided: (i) Passport; and (ii) proof of entry/exit into/out of the UK (e-tickets acceptable);

and

- 2.3.4. they comply with the minimum age requirements set out in the table opposite. A “**Young Driver Surcharge**” as set out in the Tariff Guide will apply to all Drivers aged 22-24. The age policy may vary at certain UK locations and some Vehicles and / or products will not be available at all to Drivers under the age of 25. These restrictions will be indicated during the booking process.

If you are under the age of 25 you should contact the UK Europcar Station directly for more details on their renting policy. The minimum age to drive one of our Selection range of vehicles is 25 or 30 depending on the Vehicle. These restrictions will be indicated during the booking process.

Minimum Drivers Age Requirements (years of age) by category of vehicle

SIPP	Vehicle Category	Age
(M***)	Mini	22
(C***)	Compact	22
(E***)	Economy	22
	Economy Elite	23
(I***)	Intermediate	23
(S***)	Standard	23
(F***)	Full Size	25
(P***)	Premium	25
(L***)	Luxury	25
	Selection	25 - 30*
VPIW	Vans	23 or 25*

* Age depends on the vehicle or van type

2.4. Who cannot drive the Vehicle? (an 'unauthorized driver')

- 2.4.1. Any person that is **not** expressly mentioned or identified on the Rental Agreement as a Driver (see section 2.3 above); and
- 2.4.2. Any person who cannot provide valid identification documents as indicated in sections 2.1.3 and 2.2 and 2.3 above.
- 2.4.3. An unauthorized driver will not be covered by any of the insurance or protection products we offer. Only third party liability insurance (compulsory protection) will apply.
- 2.4.4. If you allow an unauthorized driver to drive the Vehicle then you are considered to be in breach of the Contract and you will be responsible for any consequences that may arise as a result. This will include compensating us for any damage caused by you and/or the unauthorized driver.

3. WHERE CAN I DRIVE A VEHICLE ?

- 3.1. You must not take our Vehicle (nor permit the Vehicle to be taken) outside mainland UK and Northern Ireland ("**the Territory**") without obtaining our prior written consent.
- 3.2. Where we give you our consent (which will be by a form named 'VE103B') you are responsible for ensuring the Vehicle has the correct equipment to comply with local driving regulations in the country(ies) that you intend to drive in or through. If the Vehicle needs to be modified in any way you must obtain our prior written consent to make the modification and, if we give that consent and the modification of the Vehicle is carried out, you will be responsible for any loss and/or damage caused by the modification.
Please be aware that you must comply with all road traffic regulations in the country where you drive the Vehicle and you must ensure that the Vehicle you are driving complies with the local legislation for each country that you may drive in or through.

4. WHAT TYPE OF VEHICLE CAN BE RENTED AND FOR WHAT PURPOSE ?

You can rent either a passenger car or a van and you must drive the Vehicle in accordance with its intended use as follows:

- 4.1. passenger cars are intended for the carriage of varying numbers of people (depending on the manufacturer's recommendations); and
- 4.2. vans may be used for the carriage of goods up to the identified weight limit.

5. WHAT ARE MY OBLIGATIONS TOWARD THE VEHICLE ?

When renting a Vehicle from us both you and/or any Driver or Referred Driver (each of whom, for the purposes of this section, will be included in the term 'you') must comply with the following obligations:

- 5.1. Return the Vehicle and its keys, Accessories and documentation to us:
 - 5.1.1. at the return station identified in the Rental Agreement;
 - 5.1.2. by the expiry time and on the date specified on the Rental Agreement, noting that we allow you a grace period of 29 minutes after the expiry time and date (please see sections 5.12 and 11.5 below); and
 - 5.1.3. in the condition that we provided them to you at the start of the Hire Period, subject to any fair wear and tear. For a definition of fair wear and tear please refer to our 'Guide to a Smooth Journey' which can be found on <http://www.europcar.co.uk> at the foot of the Home page.
- If you do not return the Vehicle as stipulated in this section 5.1 then we will take all necessary measures outlined in these T&Cs and, in particular, in its section 11 (*What will happen when I return the Vehicle?*).
- 5.2. Never drive the Vehicle outside the Territory (see section 3.1 above) without our prior written consent. Moreover, if we do consent then, it is for you to ascertain that the Vehicle has the correct equipment to comply with the local driving regulations of the country that you will be driving in or passing through.

- 5.3. Drive the Vehicle in accordance with all applicable road traffic laws and regulations and ensure that you are familiar with all relevant local laws and driving regulations.
- 5.4. Ensure that any luggage or goods transported in the Vehicle are secured to the extent they will not cause damage to the Vehicle or cause risk to any passengers or to any third party or to any third party property.
- 5.5. Treat the Vehicle with due care and respect and make sure that it is always locked and protected by its anti-theft devices when it is parked or left unattended.
- 5.6. Never drive the Vehicle whilst you are under the influence of alcohol, hallucinatory drugs, narcotics, barbiturates, other illegal drugs or any other substance (whether legal or illegal) that is liable to impair your driving ability.
- 5.7. Not fit any roof or bike rack or any tow bar nor allow anyone else to do so. If these are already fitted you must not (nor allow anyone to) modify them. You must not fit winter tyres (nor allow anyone to do so) or make any other modifications to the Vehicle without our prior written consent. You will be responsible (even if we give consent) for any damage caused by the fitting of winter tyres or subsequent exchange to normal tyres or for any other modification.
- 5.8. Not smoke in the Vehicle nor allow anybody else to do so. If we reasonably think that smoking has happened in the Vehicle you must pay our Special cleaning / valet charge which is described in section 9 (What are the other fees / charges that I may have to pay?) below.
- 5.9. Refill the Vehicle with the correct type of fuel. If unsuitable fuel is added then you will be responsible for all reasonable expenses incurred by us in the repair of any damage that may be caused to the Vehicle which will be calculated in accordance with the rules described in section 12 (*Damage to the Vehicle*) below.
- 5.10. Make routine inspections in respect of the Vehicle condition: for example, oil and water and coolant levels, front and rear windscreen washer fluid and tyre pressures and take any preventive actions necessary to keep the Vehicle in good working order.
- 5.11. Do not use the Vehicle nor allow the Vehicle to be used:
 - 5.11.1. for hire; neither can you mortgage, pawn, sell or in any way pledge or attempt to or give anyone any legal rights over the Vehicle or any part of it or any of its Accessories;
 - 5.11.2. to carry passengers for hire or reward;
 - 5.11.3. to carry more passengers than is recommended by the Vehicle's manufacturer;
 - 5.11.4. to carry flammable and/or dangerous merchandise; toxic, harmful and/or radioactive products or those that infringe applicable local laws and regulations, or to transport merchandise with a weight, quantity and/or volume in excess of what is recommended by the Vehicle's manufacturer;
 - 5.11.5. for racing, off-roading, reliability trials, speed testing or to take part in rallies, contests, or trials, wherever they are located, official or not;
 - 5.11.6. to transport live animals (with the exception of Assistance Dogs, subject to our prior written consent. Please refer to section 25.1 for full details as to our Animal Policy)
 - 5.11.7. to give driving lessons;
 - 5.11.8. to push or tow another vehicle or trailer (except where the Vehicle you are renting is already fitted with a tow-hook when the maximum load will be 1,000 kilo);
 - 5.11.9. on gravel roads or roads that are unfit for motor vehicles or where the surface or condition of it involves risks for the tyres or for the underside of the Vehicle or for the Vehicle itself, such as beaches, forest paths, mountains, etc.;
 - 5.11.10. to intentionally commit an offence.

- 5.12. As indicated in section 5.1 above, return the Vehicle and its keys, Accessories and documentation to us by the expiry time and date specified in the Rental Agreement. We allow you a grace period of 29 minutes after the expiry time and date and if you don't return the Vehicle within this period then we will charge you:
- 5.12.1. the daily charge for each day (or part day) that you keep the Vehicle beyond the expiry time and date specified in the Rental Agreement plus an unauthorised Extension Charge (which is set out in the Tariff Guide); and
- 5.12.2. for damage caused to the Vehicle (if any) as set out in section 12 below up to the value of the damage excess amount that you agreed at the start of the Hire Period provided always that you have not done something or failed to do something which compromises or invalidates the insurance and protection provisions (see section 26 below).
- 5.13. **You must not allow any unauthorised driver to drive the Vehicle which includes you deliberately allowing the unauthorised driver access to the Vehicle or the access being acquired due to your negligence, negligent act or failure to act.**

If you fail to fulfil any or all of these obligations then, it may cause the insurance and protection provisions (set out in section 26 below) to be compromised and/or invalidated and you will be responsible for and will pay to us all reasonable costs of any detrimental consequences, loss and/or damage that may arise as a result. In addition we reserve the right to demand immediate return of the Vehicle if the contracted and/or optional insurance coverage and complementary services are compromised and/or invalidated.

6. WHAT SERVICES ARE INCLUDED IF I RENT A VEHICLE ONLY ?

Basic hire charge includes the following services

Technical assistance to the Vehicle for breakdown recovery due to mechanical faults (not driver error or abuse) see further details under sections 8.3 and 14.1 below)

The initial cleaning of the Vehicle

Our Basic Protection Package which includes Collision Damage Waiver ('CDW') and Theft Waiver ('TW') unless section 9.2 applies to your rental

Third party liability insurance

Limited / Unlimited Mileage (depending on the applicable rate or product)

7. WHAT OTHER SERVICES ARE AVAILABLE THAT ARE NOT INCLUDED IN MY RENTAL ?

We do offer the following additional services or products but the cost for each one (as shown in the Tariff Guide) will be charged in addition to the rental charge:

Additional services and products

Child seats & Booster cushions

Additional Driver(s)

One way hire

Refuelling

Additional rental days

Other Protection Packages

Out of hours collection

Satellite Navigation units

Delivery and collection

Roadside Assistance Plus & Roadside Assistance Express

Europdrive Pack

8. WHAT IS INCLUDED IN THE PRICE I PAY ?

The information you provide to us at the time of booking (such as the duration of the Hire Period or your age or any Driver or Referred Driver's age) will determine the price you pay. Any change to that information could therefore also mean that the price changes. The price of your rental will be those prices in force at the time of booking or at the time you make any changes to that booking.

The price you will pay comprises the following items:

- 8.1. The daily rental charge for the Vehicle for the agreed number of calendar days (this will include the standard inclusive ancillary services (see section 6 above for details)) unless you are a Referred Driver (see section 1.3 above) when you will not be responsible for the daily rental charge recorded on the Rental Agreement for the Hire Period (but you will be responsible for the daily rental charge if you extend the Hire Period for your own purposes).
- 8.2. The cost of both third party liability insurance and our Basic Protection package which includes Collision damage (CDW) and theft (TW) waiver covers (unless you have chosen to provide your own fleet insurance or you are a resident of Canada or the United States of America and have purchased a product that excludes collision damage waiver and/or theft waiver covers (see section 9.2 below).
- 8.2.1. If you haven't purchased any of the excess reduction products that we offer, you will be responsible for paying an amount up to the collision damage waiver excess shown on the Rental Agreement together with all relevant charges each time the Vehicle is damaged or stolen during the Hire Period whether or not you were at fault.

- 8.2.2. Neither of our waiver covers (CDW / TW) nor any of our excess reduction products protects you for:
- loss of, or damage to, the Vehicle and/or Accessories caused by Driver abuse, negligence or breach of the Contract. In these circumstances you will be responsible to pay the sums set out in section 12 below in full and your liability will not be capped at the Excess amount; or
 - any goods or personal possessions that you carry in a Vehicle (which are carried at your own risk) or which are left in the Vehicle when you return it to us.
- 8.2.3. You must comply with all of the terms and conditions of the Contract so that our third party liability insurance and/or collision damage waiver and/or other excess reduction products (whichever apply) are not compromised and/or invalidated. If you do not do so then we and/or any provider of those products (whichever applies) may decline to accept responsibility for any loss of, or damage to, the Vehicle arising during the Hire Period. If cover is declined, you will be liable to pay the sums set out in section 12 below in full and your liability will not be capped at the Excess amount.
- 8.3. Subject to section 14.1 below you will have the benefit of around the clock breakdown service or the Vehicle for the duration of the Hire Period.
- 8.4. Any other services you choose to add at your further cost (see section 7 above).
- 8.5. Value Added Tax.
- 8.6. Any additional fees or charges that are linked to you personally (for example: your age (if you are a young Driver)).

9. WHAT ARE THE OTHER FEES / CHARGES THAT I MAY HAVE TO PAY ?

9.1. The Deposit

- 9.1.1. The deposit will have been explained in the confirmation email that was sent to you if you booked your Vehicle on our websites www.europcar.co.uk or www.europcar.com or via our Reservations Centres, or alternatively it will have been explained to you in person. You can review how the deposit is calculated at the following address on our website <http://www.europcar.co.uk/terms-and-conditions/deposit-policy>
- 9.1.2. To ensure there is no confusion (and in case you did not book through the websites or via our Reservations Centres) we want to confirm that in addition to the cost of the daily rental charge (that you either prepaid at the booking stage or will pay at the time of pick-up) we will ask you to leave us with some security for any additional charges that may arise during your use of the Vehicle over the Hire Period. This security is in the form of a financial deposit and the amount for this will have been specified in your confirmation email. The deposit amount will also be confirmed on the Rental Agreement.
- 9.1.3. If you need any additional information regarding the deposit please refer to section 19 below ('Must I pay a deposit before picking up the Vehicle?') or contact us by phone on **0871 384 1087** (calls will cost 10 pence per-minute plus your phone company's access charge) or by email to reservationsuk@europcar.com and we'll try to answer any questions you may have.

9.2. Your Insurance

9.2.1. Corporate Fleet policies only

- 9.2.1.1. If you have not purchased any of our Protection products (see section 8.2 above and the guide to the Europcar Insurance and Protections provisions under section 26 below) and you are covered by your company's fleet insurance policy then your company is responsible for the cost of such insurance and for any excess that may apply to it. The insurance cover provided under such a fleet policy must be fully comprehensive insurance without restriction or excess (or equivalent) and be effective from the start of your Hire Period (when the Vehicle will be your responsibility) until the earlier time of 8 working hours after the end of the Hire Period or the inspection and permanent return to us of both the Vehicle and its key and any accessories (when responsibility for the Vehicle will pass back to us).
- 9.2.1.2. We reserve the right to ask you for satisfactory proof of your fleet insurance before we let you have a Vehicle. If you become aware of any changes in your fleet insurance cover during the Hire Period you must tell us by notifying our insurance department in writing at our UK address (shown on page 1 of these T&Cs).
- 9.2.1.3. It is your responsibility to ensure that your fleet insurance complies with these requirements. In the event that any fleet insurance provided by you fails to be effective or satisfactory, you are responsible and must pay us the sums set out in section 12 below.

9.2.2. Residents of Canada and USA only

If you are a resident of Canada or the USA and have purchased a rental product that excludes collision damage waiver then only third party liability insurance will be included in the daily rental charge. You can purchase our collision damage and/or theft waiver products and any of our excess reduction products (see the Insurance and Protection provisions set out in section 26 below) but if you do not do so and the waiver cover supplied by your credit card provider does not give complete protection then you will be responsible for and must pay us in full for the sums set out in section 12 below without the application of any Excess amount. Please note that whilst we do accept waiver covers supplied by some credit card providers we do not accept either the transfer of personal car insurance policies or the cover provided by any third party waiver products that can be purchased online via a broker or similar trader.

9.3. Charges

We may charge you for various services that we will carry out as a result of incidents that may occur during the Hire Period and/or how you used the Vehicle. **These Charges (inclusive of VAT (or Insurance Premium Tax where applicable)) are listed in the Tariff Guide that is included in the document attached to your confirmation email and/or which is provided to you when you pick up the Vehicle.** Such charges include, but are not limited to, the following:

9.3.1. Relating to Fines and Penalties

- 9.3.1.1. You are responsible for and will pay all charges arising from:
- any congestion or parking charges (or failure to pay them);
 - a breach of any parking restrictions or a road traffic offence or any other offence or infringement involving the Vehicle such as (but not limited to) lane infringement, tunnel, turning and bus lane charges including the costs from the Vehicle being clamped, seized or towed away and any other charges/costs (or failure to pay them) levied by a relevant organisation or issuing authority.

You are and will remain primarily liable for such charges and you consent to us notifying such organisations of your personal details to effect a transfer of liability.

- **If we are required to deal with such correspondence** we will charge your credit/debit card for our Third Party Administration Charge as set out in the Tariff Guide. You have the right to challenge that Third Party Administration Charge **within 14 days of the date of the invoice**. The Third Party Administration Charge will only be refunded if you can provide supporting evidence to show that the issuing authority (i) has rescinded the fine or penalty; and (ii) confirms that the original charge did not apply in any event.

- 9.3.1.2. If we receive a penalty charge notice that is issued for the Vehicle during your Hire Period and which is capable of being paid then we may pay it so that we mitigate the cost of it. **Where we, at our discretion and for whatever reason, choose to pay such charges you will reimburse us the said charge plus our Third Party Administration Charge (for each charge we pay or each time we deal with such correspondence)**. If we do pay it then we will take the following actions:
- we will inform you by letter that we have paid the penalty and we will enclose an invoice for the cost of the penalty plus our Third Party Administration Charge; and
 - we will tell you that we intend to take the money for the cost of the penalty and the Third Party Administration Charge from your credit/debit card within 14 days of the date of our letter unless you write to us with a legitimate reason why the fine or penalty should not have been paid.
 - *If you do not contact us or you admit the validity of the fine or penalty then we will take the money from your credit/debit card on the 15th day following the date of the letter*
 - *If you do contact us with a legitimate reason as to why the fine or penalty should not be paid then we will put this to the issuing authority. If the issuing authority refuses your appeal then we will confirm this to you and then take the money for the cost of the penalty and the Third Party Administration Charge from your credit/debit card. If the issuing authority allows the appeal and both rescinds the fine or penalty and confirms to us that the original charge did not apply in any event then we will not take any money from your credit/debit card.*

9.3.2. Other Charges

- 9.3.2.1. Any additional charges that are linked to other events which take place during your rental. All such charges are set out in the Tariff Guide and include – but are not limited to - the following examples:
- charges for damage suffered by the Vehicle** see section 12 below
- a ‘one way hire’ charge** you wish to return the Vehicle to a different Europcar Branch than you originally planned
- a ‘reservation amendment’ or ‘modification’ charge** each time you modify any details of your booking and you give us less than 48 hours notice before the Hire Period is due to start or for any modifications that you wish to make once the Hire Period has started
- Special cleaning / valet charge** if we have to return the Vehicle to the same condition it was in before the start of the Hire Period (including for smoking in the Vehicle)
- lost or stolen or damaged keys** whether or not you are at fault for the loss, theft or damage) plus the Light Damage Administration Charge
- Refuelling Charges** if you do not return the Vehicle to us with a full tank of fuel and you have not purchased our ‘Full Tank Option’ (see further details under section 18.2.2 below and the Tariff Guide)
- ‘Excess Mileage Charges’** for any additional miles you travel over and above the mileage allowance (if any) included in the rental charge
- ‘Out of hours key returns box’ 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.
- ‘Unpaid Charges Admin Charge’** will apply if we have to recover charges associated with your rental that you have not paid. Reasonable legal fees, statutory court costs and interest may also be payable in addition to the Unpaid Charges Admin Charge (as shown in the Tariff Guide)

You agree that if you fail to make a payment to us when it is due and you still do not make payment within 5 days of us reminding you that payment is due then we may cancel the Contract and demand the immediate return of the Vehicle. We will only take this action if we have reasonable belief that you may not pay the amounts you owe and we have requested you to explain the position and you have failed to do so satisfactorily.

10. WHAT SHOULD I PAY ATTENTION TO WHEN I PICK UP THE VEHICLE ?

- 10.1. When you pick up the Vehicle from us you will be asked to sign a section on the Rental Agreement that describes the Vehicle's condition at that particular time. Before you sign the Rental Agreement you should inspect the Vehicle and any Accessories for any pre-existing damage.
- 10.2. If you notice any apparent defect or damage that is not described on the Rental Agreement then you should ensure a note is made on the Rental Agreement and that we both sign the change to it.
- 10.3. Where it isn't possible to check pre-existing damage to the Vehicle and any Accessories at the time of pick-up you must notify any such damage to us within 24 hours of the start of the Hire Period. Notification of such damage should be made by phoning **0800 0280 999** and selecting option 4.
- 10.4. If you don't notify us of any pre-existing defect or damage then we will assume that you have accepted the Vehicle and any Accessories in the condition set out on the Rental Agreement and we will charge you for any new damage that is discovered when the Vehicle and any Accessories are inspected by both parties when you return the Vehicle.

11. WHAT WILL HAPPEN WHEN I RETURN THE VEHICLE?

11.1. Return of the Vehicle generally

- 11.1.1. You should return the Vehicle to the Europcar Branch on the date and at the time shown on the Rental Agreement. You may return the Vehicle to another of our Branches if you pay the 'one-way hire' charge set out in the Tariff Guide. Please consult with the Europcar Branch of pick up to arrange this. If we are to collect the Vehicle and key from you it must be parked in a suitable place to allow collection at any time up to a period of 8 working hours from the end of the Hire Period without the imposition of any fines or congestion charges.
- 11.1.2. You are responsible for any fuel you use during the Hire Period. We will charge you to refuel the Vehicle at our published rates on the date of return (which are much higher than forecourt prices and includes a refuelling charge) if you do not return the Vehicle to us with a full tank of fuel and you have not purchased our 'Full Tank Option' (for further details see Refuelling Charge set out in the Tariff Guide).
- 11.1.3. **Personal Property**
We are not responsible for any loss of, or damage to, any personal belongings placed in or on the Vehicle which will at all times be your responsibility. You must not leave any personal belongings in or on the Vehicle when you return it to us (you are responsible for checking and removing your personal belongings from the Vehicle). Any personal belongings left in or on the Vehicle which remain unclaimed 2 months after the end of the Hire Period will be disposed of.

11.1.4. **Early Return**

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 the daily rental and accessory charges (if any) 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 hire charge.

11.1.5. **Late Return**

We allow you a grace period of 29 minutes after the expiry time and date of the Hire Period shown on the Rental Agreement in which to return the Vehicle to us. If you fail to do so, and you have not extended the Hire Period in accordance with section 17 below of these T&Cs, then if we do not hear from you for a period of 24 hours concerning the delay in its return we will regard the Vehicle as having been stolen and will report this to the police. We will take all lawful means to recover the Vehicle (which may include repossessing it or applying for a Court Order requiring you to return it and/or pay us an amount equal to the Vehicle's market value). If we have to take such steps then:

- 11.1.5.1. you give us permission (and cannot withdraw it) to access your premises for the purposes of repossessing the Vehicle so long as we do not use unreasonable force or cause damage; and
- 11.1.5.2. you must pay the charges set out in the Tariff Guide plus our reasonable legal or professional costs (to the extent not covered by the Tariff Guide).

11.2. **Attended check-in of the Vehicle during opening hours**

When you return the Vehicle to us you should take the opportunity to:

- 11.2.1. ensure you have removed all of your personal belongings (you are responsible for checking the Vehicle); and
- 11.2.2. inspect the Vehicle together with our agent and countersign the check-in document which includes a record of any new damage (from that described on the Rental Agreement at the time of pick up or which you notified to us in accordance with the provisions of section 10.3). The procedure detailed in sections 12.3 and 12.6 will then apply.

11.3. **Unattended check-in of the Vehicle**

If you wish to use our "out of hours" returns service (please refer to <https://www.europcar.co.uk/locations/uk> to check first that there is an out of hours returns service available at the particular Europcar location and please note there may be a charge for this as set out in the Tariff Guide) or if you are unable or you refuse to inspect the Vehicle with us when you return it then we will inspect the Vehicle on our own and you accept that you are responsible for all charges, fees and damage to or loss of the Vehicle until we have checked the Vehicle back in.

We recommend that, if possible and before you drop off the keys, you take photographs of the Vehicle in its final parking place as evidence as to its condition at the time you returned it.

- 11.3.1. If, during our inspection, we discover new damage to the Vehicle (from that described on the Rental Agreement at the time of pick up or notified to us in accordance with the provisions of section 10.3) the procedure detailed in sections 12.5 and 12.6 will then apply.
- 11.3.2. We shall not be responsible for any loss, theft or damage of any nature, related to any objects and/or belongings and/or tools that have been transported in or on, or that may be found in or on, the Vehicle.

12. DAMAGE TO THE VEHICLE

- 12.1. **As set out in section 5 (*What are my obligations toward the Vehicle?*) and, in particular section 5.1, you are obliged to return your Vehicle and its keys, Accessories, or documentation to us in the same condition as they were at check out, subject to any fair wear and tear.**
- 12.2. Our vehicles are working assets and, if you fail in any way to comply with the obligation set out in section 12.1 above:
 - 12.2.1. we are entitled to repair the Vehicle at our convenience so that it is restored to this condition; and
 - 12.2.2. you will be liable to pay the damage charges detailed in sections 12.8 to 12.18, regardless of whether the damage was caused by you or a third party (including a third party with whom you have had an accident or a Government, authority or organisation whether in or outside the UK which has seized the Vehicle and/or its keys, Accessories, or documentation), unless:
 - 12.2.2.1. any of the damage charges detailed in sections 12.8 to 12.18 are covered by our Protection packages as described in section 26 of these T&Cs (*Insurance and Protection Provisions*) and the Tariff Guide or any other associated excess reduction products; or
 - 12.2.2.2. it was caused by our fault or negligence or our breach of this Contract; or
 - 12.2.2.3. we have received a payment from a liable third party, to the extent detailed in section 12.2.3.
 - 12.2.3. Where you pay the damage charges as detailed in sections 12.8 to 12.18 and subsequently:
 - 12.2.3.1. a third party admits, or is subsequently determined by a relevant court to be responsible for some or all of the damage; and
 - 12.2.3.2. we recover sums from the third party or the third party insurer;
- we will assess whether we have recovered more than our overall loss and reimburse you, as appropriate.

Damage identified upon the return of the Vehicle and in your presence:

- 12.3. If Light Damage (as defined in section 12.8), or the need for a Tyre Replacement (as defined in section 12.12), is identified upon the return of the Vehicle when the inspection is made in your presence and in the presence of our agent or representative, and if you acknowledge the damage by signing the statement of return of the Vehicle, we will provide you with an invoice detailing the applicable charges and, to the extent that the charges can be determined at the check-in, will charge the debit/credit/charge card you supplied to us at the time of pick-up with either:
 - 12.3.1. the charges detailed in sections 12.8 to 12.14; or
 - 12.3.2. the Excess amount under our Protection packageswhichever is the lower amount.
- 12.4. If you contest the damage and/or the invoice by refusing to sign the statement of return for the Vehicle, or where the charge cannot be determined at the time of check-in, then we will send you the documents outlined in section 12.5 and you have the option to follow the procedure in section 12.6 below.

Damage identified upon the return of the Vehicle and in your absence:

- 12.5. If damage is identified during the inspection of the Vehicle by us in your absence we will send to you the following documents by email or by post:
- 12.5.1. the statement of return for the Vehicle detailing all the damage we identified;
 - 12.5.2. pictures of the damage; and
 - 12.5.3. an invoice detailing the applicable charges.

Querying the Damage Charges:

- 12.6. You have fourteen (14) days from the date on which the email or the letter detailed in section 12.5 above is sent to you to challenge your liability for the damage identified and/or the charges levied by us. If you do not challenge within this period of fourteen (14) days, we will invoice the charges to you and will charge the debit/credit/charge card you supplied to us at the time of pick-up with either:
- 12.6.1. the charges detailed in sections 12.8 to 12.18; or
 - 12.6.2. the Excess amount under our Protection packages
- whichever is the lower amount.
- 12.7. Please note that depending upon the type of Protection product you have subscribed to (see the *Europcar Insurance & Protections Provisions* under section 26 of these T&Cs) and provided you have complied with all applicable local laws and these T&Cs you may not be charged for the full cost of the damage and the maximum amount you may be required to pay will be the Excess amount (as described in *Europcar Insurance & Protections Provisions* under section 26 of these T&Cs).

Damage Charges:

(1) Light Damage

- 12.8. Any minor damage to the Vehicle (or the loss of (or damage to) the Vehicle's keys, Accessories, or documentation) which is listed in our Light Damage Charges Schedule is classified as '**Light Damage**'. Examples of Light Damage to the Vehicle include small scratches, chips or dents to any part of the Vehicle (including certain repairs to the windscreen and tyres, as listed in the Light Damage Charges Schedule which can be found on the home page of our website: www.europcar.co.uk).
- 12.9. Where the Vehicle has suffered Light Damage, notwithstanding your obligations to us under section 5 above, this means the Vehicle does not necessarily require immediate repair for safety or cosmetic reasons before it can be rented to another customer.
- 12.10. In relation to Light Damage suffered by the Vehicle during your Hire Period therefore you will pay us:
- 12.10.1. the pre-agreed fixed sum(s) set out in the Light Damage Charges Schedule. This contains a list of charges broken down by the Vehicle type and the nature of the Light Damage; and
 - 12.10.2. a Light Damage Administration Charge which is set out in the Tariff Guide.
- 12.11. The pre-agreed fixed sums(s) in the Light Damage Charges Schedule are set by us at an amount that seeks genuinely to estimate the sums that we would have to pay our suppliers to repair the Light Damage (or to replace the Vehicle's keys, Accessories, or documentation). In the case of Light Damage you will have the certainty of paying a pre-agreed fixed sum and you will not pay a Loss of Use Charge or a separate Engineer's Charge.

(2) Tyre Replacement

- 12.12. Any damage to the tyre which requires us to replace the tyre on the Vehicle with a new tyre that is listed in our Tyre Charges Schedule (which can be found on the home page of our website: www.europcar.co.uk) is classified as a **'Tyre Replacement'**.
- 12.13. In relation to a Tyre Replacement you will pay us:
- 12.13.1. the pre-agreed fixed sum(s) set out in the Tyre Charges Schedule. This contains a list of charges, broken down by tyre; and
- 12.13.2. a Light Damage Administration Charge which is set out in the Tariff Guide.
- 12.14. The pre-agreed fixed sums(s) in the Tyre Charges Schedule are set by us at an amount that seeks genuinely to estimate the sums that we would have to pay our suppliers to replace the tyre. In the case of a Tyre Replacement you will have the certainty of paying a pre-agreed fixed sum and you will not pay a Loss of Use Charge or a separate Engineer's Charge.

(3) Serious Damage

- 12.15. Subject to section 12.18, any damage other than Light Damage to the Vehicle or a Tyre Replacement is classified as **'Serious Damage'**.
- 12.16. In relation to Serious Damage suffered by the Vehicle during your Hire Period you will:
- 12.16.1. pay us the sums we become liable to pay to our suppliers in recovering and/or repairing the Vehicle, for which you will indemnify us as a debt; and
- 12.16.2. pay us the following charges:
- 12.16.2.1. a Loss of Use Charge which is a charge to take account of our loss of revenue while the Vehicle is being repaired. We calculate the Loss of Use Charge on the basis of the daily rental rate set out in the Rental Agreement. The number of days charged by us for loss of use of the Vehicle will comprise:
- 12.16.2.1.1. for Serious Damage other than Serious Damage to the windscreen:
- 12.16.2.1.1.1. one day for the Vehicle to be taken in for repair;
- 12.16.2.1.1.2. one day for each period of four hours (or part thereof) of labour required by the relevant supplier to effect the repair; and
- 12.16.2.1.1.3. one day for the Vehicle to be returned to us and checked in following the repair;
- 12.16.2.1.2. for Serious Damage to the windscreen, two days, in each case, adjusted to reflect the estimated percentage utilisation of our fleet, which is calculated quarterly; and
- 12.16.2.2. an Engineer's Charge which is set out in the Tariff Guide; and
- 12.16.2.3. a Damage Administration Charge which is set out in the Tariff Guide.
- 12.17. In relation to sections 12.8 to 12.16, we inform you that:
- 12.17.1. where a repair or part replacement inevitably puts the Vehicle into a better condition than it was at the start of the Hire Period the amount for which you are liable to us will not be reduced to reflect the new for old replacement and/or the pre-existing condition of the Vehicle; and
- 12.17.2. you will not receive any credit to reflect the benefit that we may subsequently receive in the context of any commercial arrangements that we may have in place with our suppliers because of our overall relationship with them (including its size).

(4) Total Loss

- 12.18. Where we evaluate any damage caused to the Vehicle as being sufficiently serious that its repair would not be possible, or our Engineer determines it would be uneconomic or impractical to repair, we refer to this as **'Total Loss'**. In the event of a Total Loss, sections 12.15 to 12.16 do not apply, and you will:

- 12.18.1. pay us the sums (for which you will indemnify us as a debt) representing the pre-accident value of the Vehicle and any Vehicle recovery charges, less any sums that we recover in respect of the Vehicle when it is sold for salvage; and
- 12.18.1. pay us:
- 12.18.2.1. a Loss of Use Charge which is a charge to take account of our loss of revenue on the Vehicle which is a Total Loss. We calculate the Loss of Use Charge on the basis of the daily rental rate set out in the Rental Agreement, adjusted to reflect the estimated percentage utilisation of our fleet, which is calculated quarterly. The charge is payable in respect of each day, or part day, after the end of the Hire Period up to the point that the Vehicle is sold for salvage;
- 12.18.2.2. an Engineer's Charge (this is set out in the Tariff Guide); and
- 12.18.2.3. a Damage Administration Charge which is set out in the Tariff Guide.

(5) Damage to Third Parties

- 12.19. Unless, during the Hire Period, your Vehicle is covered by one of our Protection packages (which automatically includes third party liability insurance) you will be responsible for the cost of any damage you cause to another party, their property, the vehicle they are in and any and all uninsured losses that are otherwise incurred during the Hire Period. Please refer to sections 14.2.4 and 26.3 of these T&Cs for more details concerning your obligations to us and your potential liability to third parties.

(6) Seizure of the Vehicle

- 12.20. If, after check-out of the Vehicle, the Vehicle and/or its keys, Accessories, or documentation is seized by any Government, authority or organisation whether in or outside the UK, you must pay:
 - 12.20.1. for any damage suffered by the Vehicle and/or its keys, Accessories, or documentation in accordance with sections 12.8 to 12.18; and
 - 12.20.2. the cost of any restoration or repatriation charges we incur together with any penalties or fines arising as a direct result of the Vehicle's seizure; and
 - 12.20.3. a Loss of Use Charge to compensate us while we cannot rent the Vehicle out to another customer (which will be calculated on the basis of the daily rental rate set out in the Rental Agreement for each day (or part of a day) in excess of the Hire Period and until the Vehicle is checked in by us as returned) unless these damages or costs or Loss of Use Charges are due to our fault or negligence or our breach of this Contract.

13. WHAT IS EXPECTED OF ME REGARDING THE VEHICLE MAINTENANCE ?

Throughout the Hire Period we will expect you to look after the Vehicle, the keys and any Accessories against loss or damage (however that arises). If you fail to do so then you will be responsible to pay the sums set out in section 12 above.

- 13.1. Save for customary inspections such as oil and water levels; coolant; windscreen washer fluid levels and tyre pressures that should be regularly checked during normal use of the Vehicle to keep it in good working order neither you nor anyone else is allowed to work on the Vehicle or make any modifications to it without our prior written consent. If consent is required for work to be undertaken on the Vehicle and we give such consent we will only refund you for the work upon receipt of a valid and lawful invoice. If damage is caused to the Vehicle you will be liable to pay the sums set out in section 12 above.
- 13.2. The Vehicle is provided to you with tyres in a condition and number that meets with the traffic-legislation requirements of the UK. In the event of damage to any one of the tyres (other than by ordinary wear and tear or latent defect) whilst we will immediately arrange to replace it you will be liable to pay the sums set out in section 12 above.

14. WHAT SHOULD I DO IN CASE OF ACCIDENT OR MECHANICAL BREAKDOWN ?

14.1. In case of breakdown

- 14.1.1. If a warning light appears on the dashboard or the Vehicle develops any fault during the Hire Period you or any other Driver must call the telephone number stated on the notice affixed to the lower left hand side of the Vehicle's windscreen for assistance.
- 14.1.2. If the Vehicle breaks down or is involved in an accident/incident in mainland UK or Northern Ireland during the Hire Period we will, as soon as possible, recover and repair the Vehicle so that it is rendered functional.
 - 14.1.2.1. If the Vehicle cannot be repaired we will (where possible) provide you with an alternative Vehicle of an equivalent standard and size to the Vehicle for the remainder of the Hire Period.
 - 14.1.2.2. If we cannot repair the Vehicle or provide you with an alternative vehicle we will provide you with a refund for any part of the Rental Period that you have paid for but not received the benefit of.
- 14.1.3. If, and only if, the breakdown or accident or incident is due to our negligence or wilful default then we will not charge you for the recovery and/or repair (if any).

Should we consider that the breakdown is caused by the negligence or deliberate misuse or if loss of or damage to the Vehicle arises as a result of a breach of the Contract by you and/or any Referred Driver or additional Driver and/or any unauthorised driver then you will be liable to pay the sums set out in section 12 above and your liability will not be capped at the Excess amount. We may (at our discretion) accept payment from your insurer (only if applicable (see section 9.2 above)) but ultimate responsibility will be with you.

14.2. In case of an accident or incident

- 14.2.1. If there is an accident/incident you or any authorised driver or Referred Driver must tell us immediately on **0800 0280 999**. If you don't do so, or you continue to use the Vehicle, then you are responsible for any loss and/or damage caused to the Vehicle or a third party resulting from the use of the Vehicle, as well as all applicable charges set out in the Tariff Guide.
- 14.2.2. Should we consider that the accident or incident is caused by the negligence, deliberate misuse or a breach of the Contract by you and/or any Referred Driver or additional Driver and/or any unauthorised driver and/or our collision damage waiver does not apply or is invalidated as a result of an act or omission (please see the Insurance and Protection provisions set out in section 26 below for further information as to when our collision damage waiver applies and when it is invalidated) then we reserve the right to recharge the cost of recovery in full to you and you will be liable to pay the sums set out in section 12 above.
- 14.2.3. If you or any other Driver has an accident/incident you or that other Driver must:
 - 14.2.3.1. pay the relevant charges as required by these T&Cs;
 - 14.2.3.2. not admit or accept responsibility;
 - 14.2.3.3. obtain and notify us of the names and addresses of all involved, including witnesses;
 - 14.2.3.4. make the Vehicle secure and tell the police straight away if anyone is injured or the road is blocked or if any property has been damaged;

- 14.2.3.5. tell us of the accident or incident on 0800 0280 999;
- 14.2.3.6. complete and return the accident report form that we will supply if required.

For further details please see the 'Guide to a Smooth Journey' on <http://www.europcar.co.uk> at the foot of the Home page.

- 14.2.4. You will use your best endeavours to supply us with full details of any third party(ies) and third party vehicle(s) involved in any accident/incident with the Vehicle. Failure to do so may invalidate the Protection package and/or any excess reduction products (if it is applicable to your rental).
- 14.2.5. You will, at our request, do all that is reasonably and lawfully required by us or any provider of any other product that you opt to take and allow your name and the name of any Driver or Referred Driver to be used by us (or any provider of the product) for enforcing any rights or remedies against any persons in connection with the Vehicle.
- 14.2.6. We will not (either on our own behalf or on behalf of any insurers) waive any rights under the Contract or any applicable insurance policy unless we do so in writing (which must be signed by us or the insurer as applicable).

15. WHEN SHALL I RECEIVE MY INVOICE AND PAY FOR THE RENTAL ?

You will receive a final invoice once all elements of your rental have been settled. You will pay or be charged the full amount in one or in several lots as agreed between us.

- 15.1. If you book a Vehicle online:
 - 15.1.1. You may decide to prepay for your booking, for example, the daily rental charge of the Vehicle and Accessories for the Hire Period and for any additional services or products. Your means of payment will be debited by the agreed amount but you will not receive an invoice for that prepayment as the confirmation email will be deemed the receipt for this. Once you have returned the Vehicle to us then we will establish whether any additional fees or charges apply and will supply an invoice to show the full charge for the Hire Period. This invoice will be sent to you via email.
 - 15.1.2. If you decide not to prepay for your booking, you will be charged at the time you pick up your Vehicle for the amount of the rental charges for the Vehicle plus the deposit and for any Accessories or additional services or products or additional Drivers or protections you decide to take out before you take the Vehicle away. The cost for this will be shown on the Rental Agreement and will be agreed with you before you sign the document. Any additional fees or charges will be charged, if applicable, when you return the Vehicle (if they can be calculated at that time) and we will supply an invoice to show the entire cost of the Hire Period. This invoice will be sent to you via email.
 - 15.1.3. If, after the Hire Period has terminated, we become aware that you have incurred extra charges such as fines or tolls or caused damage to and/or loss of the Vehicle and/or Accessories then we will charge you the relevant sums set out in these T&Cs at a later date.

16. WHAT IF I WANT TO CANCEL OR MODIFY MY BOOKING ?

16.1. Modification

- 16.1.1. You can modify your booking free of charge provided you let us know **at least 48 hours before** the Hire Period is due to start. Please be aware that new rental prices, delivery or collection times may apply and other aspects of your rental may change if you modify your booking. Wherever possible you should use the same communication channel that you used when booking the Vehicle, alternatively, you can call our Call Centre on **0871 384 1087** (calls will cost 10 pence per-minute plus your phone company's access charge) . We will let you know if the modification to your booking is possible. If it is possible, we will tell you about any changes to the rental which would be necessary as a result of your requested modification and ask you to confirm whether you wish to go ahead with the modification to your booking.
- 16.1.2. We will charge you a Reservation Amendment (or Modification) Charge as set out in the Tariff Guide each time you amend any details of your booking and you give us less than 48 hours notice before the Hire Period is due to start or for any modifications that you wish to make once the Hire Period has started.

16.2. Cancellation & No Show

16.2.1. Prepaid Rentals

If you have prepaid your booking online via our direct booking channels:

- 16.2.1.1. You can cancel your rental free of charge provided that you have given us **at least 48 hours' notice before the Hire Period is due to start**. Wherever possible you should use the same communication channel to cancel your rental as you used when booking the Vehicle, alternatively, you can contact our Call Centre on 0871 384 1087 (calls will cost 10 pence per-minute plus your phone company's access charge) to cancel the rental.
- 16.2.1.2. If you cancel giving us less than 48 hours' notice, the prepaid amount will be refunded less a Cancellation Charge at the rate shown in the Tariff Guide.
- 16.2.1.3. If you have not cancelled your reservation and fail to pick up the Vehicle then your prepayment will be refunded less the No Show Charge at the rate shown in the Tariff Guide.
- 16.2.1.4. If we cancel or fail to cancel the booking you will be fully reimbursed for any sums that you have paid to us for the booking.

16.2.2. Pay on arrival rentals

- 16.2.2.1. If you have not prepaid for your rental then you may modify or cancel your rental free of charge up to the time of pick up.
- 16.2.2.2. If you lodge your credit or debit card details with us we will guarantee your Vehicle until close of business on the day your rental is due to start. However, if you use this facility to guarantee your reservation and you either don't pick up the Vehicle on the day or don't give us two or more hours' notice to cancel before the rental start time then you agree that we may charge the No Show Charge set out in the Tariff Guide against that credit or debit card to reflect the fact that we held the Vehicle for you without any rental transaction ultimately taking place.

17. WHAT IF I WANT TO EXTEND MY HIRE PERIOD?

In case you want to extend the Hire Period shown on your Rental Agreement you must contact us at least 2 working hours before the end of the Hire Period or any previously agreed extension.

- 17.1. If we agree to extend the Hire Period you must pay us an Extension Charge (at the rate shown in the Tariff Guide) before the end of the Hire Period.
- 17.2. If such an extension means that the Hire Period will exceed a period of 84 days then you must :
 - 17.2.1. return the Vehicle to the Europcar Branch where you picked it up and pay any outstanding amounts due; and
 - 17.2.2. negotiate the hire of a new vehicle and enter into a new Rental Agreement with us.
- 17.3. If you do not contact us in time, or do not pay the Extension Charge, then, we will charge you the daily charge for each day (or part day) that you keep the Vehicle beyond the end of the Hire Period plus an Unauthorised Extension Charge (as set out in the Tariff Guide). If we consider it to be appropriate then we will also have the right, without prior notice, to take any legal action necessary to effect the immediate return of the Vehicle. Please note that unless we expressly agree to the extension you will no longer be insured to drive the Vehicle.
- 17.4. The cost for both the Extension Charge and the Unauthorised Extension Charge can be found in the Tariff Guide. **If you are a Referred Driver then, unless agreed otherwise, you will be responsible for all charges during the extended Hire Period.**

18. WHAT IS THE FUEL POLICY ?

- 18.1. The rules applicable to fuelling and refuelling of a Vehicle depend on the country of rental and the type of rental product you have selected. Please check carefully the rules applicable for every rental you make. Please ask our Branch staff for details of all available options when you collect the Vehicle.
- 18.2. All Vehicles are supplied with a full tank of fuel. 2 options may then be made available to you:
 - 18.2.1. **Full to full**
 - We provide you with a Vehicle with a full tank of fuel.
 - You return the Vehicle with a full tank of fuel.
 - You pay nothing for either refuelling charge or fuel.

If you have taken up this full to full option and the Vehicle is not returned with a full tank of fuel you will be charged for the missing fuel according to the fuel policy set out on our website www.europcar.co.uk/terms-and-conditions/ plus a Refuelling Charge which will be a charge for each litre at the price shown in the Tariff Guide.

- 18.2.2. **Full Tank Option**
 - At pick up you pay for the price of a full tank of fuel. The price of this will depend on the Vehicle category.
 - You may return the Vehicle with whatever fuel is left in it. Whilst Europcar will not charge you for refuelling the Vehicle Europcar will not reimburse you for any unused fuel.

19. MUST I PAY A DEPOSIT BEFORE PICKING UP THE VEHICLE ?

As we have already stated in section 9 (*What are the other charges I have to pay?*) you will be required to provide a security deposit when you pick up the Vehicle. The amount of the deposit is shown on the confirmation email sent to you at the time of your booking. You can review our deposit policy at the following address on our website

<http://www.europcar.co.uk/terms-and-conditions/deposit-policy>.

- 19.1. You can pay the deposit with a cheque or by debit card or a credit card and we've set out below what will happen for each payment method. If you have prepaid your daily rental charges we will need to see the card that you used for the prepayment before we release the Vehicle to you but you can pay for your deposit using a different payment method if you wish.

Cheques: will be cashed.

Credit cards: we will request an electronic authorisation from the issuing bank to ring-fence the deposit value against the card but not actually withdraw the funds. The available credit on the card will be reduced by the deposit value but the amount will not appear on your monthly statement. Provided there are no extra charges and/or fees to pay when you return the Vehicle to us at the end of the Hire Period and it has been checked-in then the deposit amount will be released;

Debit cards: we will request an electronic pre-authorisation from your bank to ring-fence the deposit value against your debit card account. Whilst we do not physically withdraw the money at this stage you must have sufficient funds in your bank account to cover the deposit. Please note that the funds available to you in your bank account will be reduced by the pre-authorized amount so you should ensure that other payments you may need to make from this account will not be compromised as a result. Provided there are no extra charges and/or fees to pay when you return the Vehicle to us at the end of the Hire Period and it has been checked in then the deposit amount will be released. This release may be reflected as a change to the available balance or a reversal of the pre-authorized amount.

- 19.2. You agree that at any time during or after the Hire Period any and all additional charges that may arise under the Contract or related to your rental of the Vehicle (except for those that relate to damage to the Vehicle) can be offset against your deposit and, where there is no deposit or the deposit is insufficient, that we can apply such charges (i.e. the full amount or the difference between the amount we are entitled to and any deposit) to the credit, debit or charge card presented by you before entering into the Contract or we can issue an invoice to you for those sums that will be payable within 14 days of the date of the invoice.
- 19.3. If there are no additional charges that need to be paid for when you return the Vehicle to us at the end of the Hire Period then the deposit value will be released to your credit card or refunded in full to your debit card or by cheque (whichever applies to the method of payment you used to provide the deposit at the start of the Hire Period). Please note that it may take up to 10 working days for the deposit monies to be available in your credit or debit card account depending on your bank or card provider. A cheque refund will be provided within 8 working days.

20. CAN I PAY MY RENTAL WITH A FOREIGN CREDIT CARD ?

- 20.1. If your payment card was issued in a country outside of the UK then, when you come to collect the Vehicle, we will ask you to choose whether you wish to pay either in pounds sterling (GBP) or to pay in your credit card's base currency (credit card billing currency). We will record the choice you make at the time of pick-up.
- 20.2. If, when you return the Vehicle to us, you decide you would like to change the payment currency then it can be done provided you ask for the change **before we calculate and print the final invoice**. Once the invoice is produced it will be too late and whatever currency you chose at the time of pick up will apply.
- 20.3. If you wish to make payment in the credit card billing currency then the invoiced amount will be converted at the exchange rate determined by UBS and Credit Suisse on the day of payment. You will also be charged commission on the exchange at 3.25%.
- 20.4. Any delayed or amended charges (for example if we receive any traffic penalties or parking charges after you have returned the Vehicle) will be made in the currency you chose for your Hire Period and using the exchange rate applicable on the day they are processed.

If for whatever reason the conversion cannot be processed by Europcar the transaction will be submitted in GBP.

21. HOW IS EUROPCAR PROTECTING AND USING MY PERSONAL INFORMATION ?

21.1. Protection of the Personal Information

- 21.1.1. We collect and process your personal information strictly in accordance with the requirements of the Data Protection Act to the extent necessary to assist us in providing you with Vehicle rental services and to maintain and improve of our administration.
- 21.1.2. You are informed of any information that we need to collect whether in the Europcar Branch or online or via our Reservation Centres.
- 21.1.3. You should note that some of the recipients of the personal information may be located in countries where data protection legislation does not provide a sufficient level of protection equivalent to English law. By continuing to use our services, the website and by providing any personal information, you consent to such transfers, storing and processing of your personal information outside the European Economic Area, including to countries where under their local laws you may have fewer legal rights.
- 21.1.4. You have a right to access, rectify and delete the personal information concerning the rental. You may exercise this right by sending a letter to the following address:
The Data Protection Officer, Europcar Group UK Limited, James House, 55 Welford Road, Leicester LE2 7AR.

21.2. Use of the Personal Information

We may use any personal information you have given us, including the details of any Driver(s) or Referred Driver as follows:

- 21.2.1. For the purposes of the rental to verify identity, process and collect payment under the Contract, monitor fraud and deal with any issues before, during and after the Hire Period
- 21.2.2. We will obtain information from third parties concerning you and/or any Driver(s) to decide whether to rent a Vehicle to you. Before your rental starts we will check your identity and that of any Driver(s) by carrying out an identity check. We may pass your personal information to third party agencies for the purposes of checking your identity and that of any Named Driver and they may keep a record of any search that they do. This identity check will leave an electronic note or "footprint" on your record but **will not** affect your credit rating; it is not used as part of the credit vetting process and the information is not sold to third parties.
- 21.2.3. We will keep a record of any breach of the Contract, suspected fraud or accident history to help us with future decisions about you and/or any Named Driver.
- 21.2.4. We may give the personal details on the Rental Agreement, and details of your performance of obligations under the Rental Agreement to companies that are part of the Europcar Group as well as its franchisees; to credit reference agencies, DVLA, HM Revenue & Customs, the police, debt collectors (including solicitors) and any other relevant organisation.
- 21.2.5. We may also give the personal details to the British Vehicle Rental & Leasing Association ("BVRLA"), who may pass the details on to any of its members to help them decide whether they will accept you or any Driver(s) as a customer. Our data protection policy is available from: <https://www.europcar.co.uk/security-and-privacy-policy>.
- 21.2.6. Where you have agreed we will use the personal information for marketing purposes such as special promotions and loyalty programs.

By accepting these T&Cs you expressly acknowledge having granted your explicit consent with the privacy policy contained in this section 21.

22. ARE THE VEHICLES EQUIPPED WITH A TRACKER ?

- 22.1. To maintain and protect the Vehicle and to prevent and detect crime we may use electronic devices to monitor the condition, performance and operation of a Vehicle and/ or to track a Vehicle's movements. This information may be used both during and after termination of the Hire Period.
- 22.2. By accepting these T&Cs you expressly acknowledge having granted your explicit consent to the use of such electronic devices.

23.1. Our Liability

- 23.1.1. We will be responsible for personal injury or death that is caused by our negligence.
- 23.1.2. You accept that in certain circumstances it will not be possible to provide you with a Vehicle or to provide you with the Services you have reserved. In such circumstances or if we are in breach of this Contract you agree that our maximum liability for any losses (including any loss of profits, loss of business, business interruption, or loss of business opportunity) in contract or tort will be limited to the value of the Vehicle hire and/or any ancillary services you reserved during the booking process.

23.2. Customer Service

- 23.2.1. Wherever your rental took place you can choose to consult with the Customer Services department in your country of residence. Your Customer Services team will contact the country of your rental on your behalf and try to resolve your query.
- 23.2.2. You can contact the UK Customer Services team:
- by phone on **0371 384 0235** (which will be charged at the standard landline rate (or similar) but other networks will vary depending on your service provider) ; or
 - by email to **customerservicesuk@europcar.com**; or
 - if you prefer, you can write to us in the UK at James House, 55 Welford Road, Leicester LE2 7AR.
- 23.2.3. Whether you call us or write to us we'll aim to respond to your query or complaint within 10 working days of receiving your communication. If we can't respond in these timescales, we'll tell you why and let you know when we aim to reply to you.
- 23.2.4. If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us at the time of your booking.
- 23.2.5. If, after you have consulted with our Customer Services team, you have a further dispute in regard to your query then you have the right to appeal to our trade association ("BVRLA") details of which can be found under section 24.2.
- 23.2.6. We are under a legal duty to provide Vehicles that are in conformity with the Contract. Nothing in these terms will affect your legal rights or remedies. For detailed information please visit the Citizens Advice website (www.adviceguide.org.uk).

23.3. Applicable Law & Jurisdiction

In case of any dispute regarding your rental, the applicable law will be the law of the country of pick-up of the Vehicle. For instance if you pick up the Vehicle in the UK then, irrespective of your nationality, you agree that the applicable law will be English law and subject to the jurisdiction of the English and Welsh courts. However, if for example, you are an English citizen and you hired a Vehicle whilst in Germany then your rental will be subject to German law.

24. IS THERE A CODE OF CONDUCT APPLICABLE TO THE CAR RENTAL INDUSTRY ?

- 24.1. Leaseurope has published a code of conduct for the car rental industry. You may obtain a copy at the following address: www.leaseurope.org.
- 24.2. In the event we are unable to resolve any complaint you may have then you have the right of appeal to the British Vehicle Rental and Leasing Association ('BVRLA') which is approved by the UK Government for resolution of consumer disputes relating to car rentals that take place in the UK. Further details about BVRLA can be obtained at the following address: <http://www.bvrla.co.uk/>.
- 24.3. If your complaint relates to a rental outside of the UK then you have the right of appeal to the European Car Rental Conciliation Service which is an approved Consumer Alternative Dispute Resolution body which is listed on the European Commission's online dispute resolution platform <http://ec.europa.eu/odr>.

25. GENERAL

25.1. Animal Policy

- 25.1.1. We do not allow any animals other than assistance dogs ('Assistance Dogs') to be transported in our Vehicles.
- 25.1.2. We do not supply dog guards or any other form of animal restraint for our Vehicles. If you are travelling with an Assistance Dog you are therefore responsible at all times for its behaviour, safety and well-being. This responsibility includes ensuring that the Assistance Dog is suitably restrained at all times so that it remains safe; it does not distract the Driver or cause risk or injury to you or any other passengers sharing the Vehicle with you.
- 25.1.3. We do not under any circumstances accept liability for damage suffered by the Vehicle or for injury caused to the Assistance Dog or to you or the Driver or to any passengers as a result of your failure to keep the Assistance Dog appropriately restrained and/or controlled.
- 25.1.4. In addition you are required to return the Vehicle to us in the same condition as it was at the start of the Hire Period (fair wear and tear excepted). If it is returned to us in a dirty or messy and/or damaged condition to the extent that it will require specialist cleaning and/or repair before it can be rented to the next customer then you will be liable for the special cleaning/valet charge described in the Tariff Guide and/or to pay the sums set out in section 12 above.

25.2. Notifications

All notifications that need to be served on either you or us in regard to your Rental Agreement will be sent to the address indicated in the Rental Agreement unless either of us notifies the other party to the contrary.

25.3. End of Rental Agreement

- 25.3.1. If you are a consumer we may end the Contract immediately if we discover that any of your belongings have been taken away from you to pay off your debts, or a receiving order has been made against you or steps have been taken to make you bankrupt or for you to enter into an individual voluntary arrangement.
- 25.3.2. If you are a company we may end the Contract immediately if you go into any form of insolvency or you call a meeting of creditors or we discover that any of your goods have been taken away from you to pay off your debts or receive adverse information or fraudulent financial information.
- 25.3.3. If you are ending the Contract for one of the reasons set out below the Contract will end immediately and we will refund you in full for any Vehicle which has not been provided or has not been provided properly. The reasons are:
- we have told you about an error or a change in the price or description of the Vehicle you have booked and you do not wish to proceed;
 - we have suspended hire of the Vehicle for technical reasons, or notified you we are going to suspend hire of the Vehicle for technical reasons, in each case for a period of more than 14 days without providing a suitable alternative vehicle to replace the (suspended) Vehicle for the remainder of the Hire Period; or
 - you have a legal right to end the Contract because of something we have done wrong
- 25.3.4. If the Contract ends it will not affect our rights under the Contract including the right to receive and/or claim any amounts which you owe to us under the Contract.
- 25.3.5. If you end the Contract after the Vehicle is delivered to you, you must return the Vehicle to us. If you are ending the Contract because we have told you of an error or change in pricing or description or because you are exercising your legal rights to end the Contract because of something we have done wrong then we will pay the costs of return.

26. INSURANCE AND PROTECTION PROVISIONS

- 26.1. This section 26 summarises the protection and insurance products we offer that are designed to cover your potential financial exposure if any of the following circumstances occur whilst you are renting and using one of our Vehicles. Without them, you will be personally responsible for the financial consequences:
- 26.1.1. **Liability to a Third Party** which means **other people's** bodily injury or death and / or damage to their property that occurs because of an accident or incident that you may cause.
- Damage to a third party's property could include a third party's vehicle and its contents, buildings or their contents, machinery or personal possessions.
 - The cost of any business interruption associated with either the third party's injury or death and/or the damage to their property will also form part of this liability.
- 26.1.2. **Damage to or theft of the Vehicle.** This may be a result of a collision or an attempted theft and need to be repaired or it may be so badly damaged that it is irreparable and we write it off; or it may be stolen and not recovered
- 26.1.3. If you are the driver of the Vehicle at the time of a collision and you are responsible for the collision taking place then whilst any injured Passengers may be covered by our Third Party Liability insurance your own death or injuries, together with the possible associated consequences of it, will not. You can, however, be protected from such circumstances if you purchase any of our Personal Accident protections separately. Details of how this Personal Accident protection can benefit both you and your Passengers are available under section 26.7 of these Insurance and Protection provisions.

26.2. Definitions

For the purposes of these Insurance and Protection Provisions we have given the following words or expressions a particular meaning:

Abnormal use means that your use of the Vehicle whilst you are in charge of it doesn't comply with the Road Traffic laws that prevail and/or does not meet with the requirements of the Local Rental terms and conditions and/or does not meet with the standards of driving that would be expected of a reasonable and prudent driver

Accident Report means a full and complete signed statement (including any other document(s)) which records all of the facts of an accident or incident as they occurred (for example, how the event occurred, the nature of the damage to the Vehicle, the location where the incident took place, the dates and circumstances and any potential witness details)

Basic Protection means our standard protection products of collision damage (or damage liability) waiver and theft waiver covers that are included in rentals unless you selected the USA or Canada as your country of residence and opted for a rate exclusive of Basic Protection when booking your rental. If Basic Protection is included in the rental charge then, as long as you have complied with the Local Rental terms and conditions and have not committed a breach of any applicable laws, your financial liability for the total charge for damage resulting from an accident or incident or the theft or attempted theft of a Vehicle will be no more than the Excess amount

Bodily Injury (or bodily injury) means any physical injury or psychological damage suffered by a person that is caused as the direct result of an accident; it is not something that is intentionally self-inflicted and it does not result from sickness or disease

Book value: means the value of the Vehicle calculated by an industry recognised system which provides a figure that is the difference between the retail value and the trade value of the Vehicle at the time of the incident.

Collision (or collision) means the impact of the Vehicle with another fixed or moving body or object

Excess amount is a specified sum of money that, provided you have complied with the Local Rental terms and conditions and have not committed a breach of any applicable laws, is the maximum amount we will charge you for the damage caused to the Vehicle as a result of a collision or its attempted theft during the Hire Period; or the loss of a Vehicle if it is written off because it is irreparable or if it is stolen and we do not get it back. The Excess amount is a non-waivable sum that is governed by the conditions of the Protection product you have purchased.

Hire Period means the period of time you wish to rent the Vehicle from us. This is specified on the rental agreement and will not exceed 84 days

Local Rental terms and conditions means the documents that, together, form the Contract (as defined in the Terms and Conditions of Hire) which you acknowledge you have read and approved before you sign the rental agreement to rent any Vehicle from us and which set out the rights and obligations that will apply to both you and us throughout the Hire Period

Loss of Use is a charge to take account of our loss of revenue: (i) while the Vehicle is being repaired or while it has been seized; or (ii) on a Vehicle which is a Total Loss (as described in section 12). We calculate Loss of Use on the basis of the daily rental rate set out in the Rental Agreement

Medium Protection improves the cover offered by the Basic Protection package by reducing the Excess amount on standard Vehicles and Selection Vehicles to the amounts shown in the Tariff Guide.

Passenger means **any person other than the driver** that is being transported or is travelling in or on the Vehicle on a gratuitous basis. A Passenger is viewed as a Third Party under the mandatory Third Party Liability insurance regimes

Premium Protection is a package which is available if you are aged 26 or over and your rental starts in the UK at any of the participating branches. It improves the cover offered under the Basic Protection package by reducing the Excess amount to zero

Protection (or protection) in these Insurance and Protection Provisions applies to the means by which your financial liability for any damage to or loss of a Vehicle is limited to the Excess amount. It should be noted that this Protection is not provided by way of an insurance policy

Selection Protection is available specifically for renters of our range of Selection Vehicles. It improves the Basic Protection cover by reducing the Excess amount to £100

Third Party means any party to an incident **other than the driver of the Vehicle**. For the avoidance of doubt a Passenger is deemed to be a Third Party

Third Party Liability insurance means insurance that provides the driver of a Vehicle with protection against liability for another party's claims for damage to his/her property or for bodily injury or death arising out of an incident that occurs whilst you are using the Vehicle. Third Party Cover is a mandatory legal requirement and it is therefore an integral part of our rental service. The price of it is included in the rental charge.

Vehicle means the vehicle you will be renting from us or you will be driving with our authorization.

We or we/ Us or us / Ours or ours means Europcar in the United Kingdom

You or you / Yours or yours means any driver that is named on the Rental Agreement

26.3. Mandatory Third Party Liability Insurance

We are required by the laws of all of the countries in which we operate our vehicle hire services to insure our Vehicles against liability for the claims or actions of Third Parties. Third Party Liability insurance is therefore automatically included as part of our vehicle hire services and you will be covered for the consequences others may suffer as a direct result of your actions whilst you are driving the Vehicle up to the level legally required by the country in which you are renting the Vehicle.

26.3.1. What am I covered for ?

You will be insured against liability for the following damage that you cause when you are using the Vehicle:

- bodily injury or death suffered by Third Parties; and
- property damage sustained by Third Parties and losses and costs arising as a consequence of the damage.

26.3.2. What is excluded from the cover ?

Third Party Liability insurance does not cover:

- bodily injury or death that you (the driver at the time of the collision) may suffer; or
- any damage to or loss of your personal property or possessions; or
- any damage caused to the Vehicle

26.3.3. What is the amount of my financial exposure for Third Party Liability ?

You will be covered for the sums owed as a consequence of any Third Party Liability arising as the result of a collision that you may cause up to the level legally required by the country in which you are renting the Vehicle provided you have not committed a breach of any applicable laws (including any relevant road traffic regulations) or the Local Rental terms and conditions.

However, if you didn't comply with those laws and/or regulations and/or the applicable Local Rental terms and conditions then, whilst our insurer will still fulfil its obligations to Third Parties under the Third Party Liability insurance policy, it may seek to recover from you some or all of the costs it may have paid to that Third Party as a result of the incident.

26.3.4. How to notify us ?

Where an incident occurs that involves Third Parties it is important that you do your utmost to report the collision to the First Call Assist telephone reporting line (0800 0280 999) at the earliest possible opportunity providing full details of both the incident and of the Third Party. This will allow us to defend our case against the Third Party (if you are responsible for the incident) or to recover costs from the Third Party (if the Third Party is responsible for the incident).

PROTECTION PRODUCTS

26.4. Collision Damage Waiver

Our collision damage waiver cover limits your financial exposure for damage caused to the Vehicle whilst it is in your care. If you purchase our standard collision damage waiver product and comply with the applicable laws and the Local Rental terms and conditions then we will pay for any damage to the Vehicle that exceeds the Excess amount (including any Engineer's Charge and Loss of Use Charge calculated as indicated in section 12.16.2 and 12.18.2, but not the Light Damage Administration Charge or the Damage Administration Charge, which you will remain liable to pay). You can reduce or eliminate the Excess amount by purchasing our Medium or Premium Protection cover instead of the Basic Protection package.

Collision damage waiver cover is included in the daily rental charge for the majority of rentals unless you selected the USA or Canada as your country of residence and opted for a rate exclusive of Basic Protection when booking your rental. In these circumstances the Basic Protection package (which includes collision damage waiver) may not be included in the rate and you will need to confirm to us at the point of collection that you have similar and acceptable waiver cover in place through your credit card before we will release a Vehicle to you. We do not accept personal car insurance policies (except corporate fleet insurance (see section 9.2 of the Terms and Conditions of Hire)) or any third party waiver products that can be purchased online via a Broker or similar trader.

Collision damage waiver does not cover the loss or theft of or damage to objects or property, (including luggage or goods) that are deposited or kept or transported in or on the Vehicle by you or by any Passenger.

26.4.1. What does this protect me against ?

Collision damage waiver cover limits your liability for damage to the Vehicle to a maximum sum of the Excess amount plus the Light Damage Administration Charge or the Damage Administration Charge, in circumstances where:

- you collide with a fixed or moving object; or
- the Vehicle is subject to an act of vandalism while you are driving or using it; or
- any glass or lights or reflectors are damaged or broken or tyres are damaged or punctured during a collision.

26.4.2. What is excluded from the Protection ?

The Collision Damage Waiver will not operate to limit your liability as set out above in circumstances where the damage to the Vehicle is caused:

- by the wilful acts of the driver; or
- by an explosion or fire in (or to) the Vehicle because you are using it to transport dangerous goods (dangerous goods being any product or substance that, due to its nature and/ or main characteristics, is reasonably considered to be dangerous and which, if not transported with appropriate caution and safety, could cause harm to the Vehicle, and to any Third Party within a reasonable distance of the Vehicle); or
- by the Vehicle hitting a bridge, car park barrier or other overhead object; or
- by its total or partial theft or an act of vandalism whilst the Vehicle is left unattended; or
- by your negligence (which is behaviour that falls below the standards expected of a reasonably sensible person in similar circumstances) or the negligence of your Passengers (for example a fire caused by the use or disposal of cigarettes or cigars); or
- because the keys are lost or stolen or damaged
- Loss of or damage to your own property that is being transported or kept in or on the Vehicle during the Hire Period is not covered by the Collision Damage Waiver.

26.4.3. What must I do to benefit from the Protection ?

You must:

- **purchase the protection if it is not included in the rental charge;
- **comply with Local Rental terms and conditions and all applicable law and local traffic regulation when you are driving the Vehicle;
- **notify us within 24 hours of the date on which the incident took place and, in any event, before the end of your Hire Period. Notification should be made to First Call Assist on telephone number **0800 0280 999** providing full details of the incident.
** these are the minimum requirements.

26.4.4. **What is the amount of my financial exposure ?**

If you have not purchased this Protection and during the Hire Period the Vehicle is damaged, you will not benefit from the limitation of liability set out above and you will be liable to pay the sums set out in section 12 above in full.

If you have purchased this Protection and, provided you have complied with the Local Rental terms and conditions and the applicable law and road traffic regulations, then the maximum you will have to pay us is the Excess amount plus the Light Damage Administration Charge or the Damage Administration Charge whichever shall apply.

26.5. Theft Waiver

Our theft waiver cover limits your financial exposure for loss of the Vehicle if it is stolen or if it is damaged because it is subject to an attempted theft or the Vehicle is subject to an act of vandalism during the Hire Period. If you have purchased this product then, provided you have complied with the Local Rental terms and conditions, we will pay for the costs arising from the theft, attempted theft, or act of vandalism that are greater than the Excess amount (including any Engineer's Charge and Loss of Use Charge calculated as indicated in section 12.16.2 and 12.18.2, but not the Light Damage Administration Charge or the Damage Administration Charge, which you will remain liable to pay)

Theft waiver cover is included in the daily rental charge for the majority of rentals unless you selected the USA or Canada as your country of residence and opted for a rate exclusive of Basic Protection when booking your rental. In these circumstances the Basic Protection package (which includes theft waiver cover) will not be included in the rate and you will need to confirm to us at the point of collection that you have similar and acceptable waiver cover in place through your credit card before we will release a Vehicle to you. We do not accept personal car insurance policies (except corporate fleet insurance (see section 9.2 of the Terms and Conditions of Hire)) or any third party waiver products that can be purchased online via a Broker or similar trader.

26.5.1. **What am I protected against ?**

Theft waiver cover protects you against liability for any amount greater than the Excess amount plus the Light Damage Administration Charge or the Damage Administration Charge in circumstances of:

- the theft of the Vehicle and any Accessories following an occurrence of breaking and entering (*Accessories being any supplementary component that is installed in or on the Vehicle that improves its specification*)
- the attempted theft of the Vehicle and of any Accessories
- any act of vandalism to the Vehicle whilst it is stationary and left unattended by you
- any glass or lights or reflectors that may be damaged or broken or tyres that are damaged or punctured as a result of the theft

26.5.2. **What is excluded from the Protection ?**

Theft waiver cover will not protect you and you will not benefit from the limitation of liability set out above in the following circumstances:

- If the Vehicle is stolen or damaged because of your negligence or more specifically (but without limitation) as a result of keys being left in the Vehicle whilst it is unattended or having been delivered to an unauthorised person; your failure to use the anti-theft system appropriately when the Vehicle is left unattended, any failure by you to return the keys to us or if you left the Vehicle unlocked when you weren't using it;
- Theft of or damage to personal and / or work related goods or possessions and any goods being transported in or on the Vehicle.

26.5.3. **What must I do to benefit from the cover ?**

You must:

- **purchase the product if this is not included in the rental charge;
- **comply with Local Rental terms and conditions as they apply to the theft or potential theft of a Vehicle
- **notify the local police of any incident or event immediately or as soon as is reasonably practicable and provide us with the police report or evidence that the theft has been notified to the police.
- Notify the pick up station of the theft and return the keys.
- Notify the pick up station, within 24 hours of the time you discover the Vehicle is missing and forward the keys to us at the place you picked the Vehicle up.

** these are the minimum requirements.

26.5.4. **What is the amount of my financial exposure ?**

If, during your rental, the Vehicle is stolen or is damaged in an attempted theft or due to vandalism and you have not purchased theft waiver cover then you will be liable to pay, in full, the relevant sums set out in section 12 above.

With theft waiver cover, provided you have complied with the Local Rental terms and conditions, the maximum you will have to pay us is the Excess amount plus any other applicable charges as set out in the Tariff Guide.

OTHER PRODUCTS

You can choose to limit your financial exposure further by purchasing the following Protection products. Please be aware that there are nevertheless exclusions as described below.

26.6. Value Cover: Glass, Lights and Tyre Protection

This product will apply to any damage that occurs to glass, lights or tyres in circumstances of normal use of the Vehicle during the Hire Period. It will reduce your financial liability for the Excess amount defined by your Protection product (ie., Basic, Medium, Premium or Selection Protections) to £zero as long as you have complied with the Local Rental terms and conditions.

26.6.1. **What am I protected against ?**

If you have purchased this product you will be protected against the financial liability for damage to:

- the windscreen; or
 - any side or rear windows; or
 - lenses (reflection of light) and lights; or
 - rear view mirrors
 - damage to tyres on the Vehicle unless it arises from any Abnormal use (see the definition at the start of this section 26) you may make of the Vehicle
- that are in or on the Vehicle if the damage occurs during your rental

26.6.2. **What is excluded from the Protection ?**

You are not protected under this product

- against the damage to the Vehicle if it arises because of wilful acts or negligence that you commit whilst using the Vehicle and which causes damage; or
- for the Light Damage Administration Charge or the Damage Administration Charge as set out in the Tariff Guide.

26.6.3. **What must I do to benefit from the Protection ?**

You must:

- purchase it
- comply with Local Rental terms and conditions, all applicable laws and local traffic regulations when driving the Vehicle,
- notify us within 24 hours of the date on which the incident took place and, in any event, before the end of your Hire Period. Notification should be made to First Call Assist on telephone number 0800 0280 999 providing full details of the incident, (the nature of damage to the Vehicle, the location where the incident took place, the dates and circumstances and the potential witness details).

26.6.4. **What is the amount of my financial liability ?**

If you have not purchased this Protection and, during the Hire Period any glass or lights on the Vehicle are broken and / or any tyres on the Vehicle are damaged, then you will be liable for the Excess amount defined by your Protection product (ie., Basic, Medium, Premium or Selection Protection), plus any other applicable charges as set out in the Tariff Guide, including the Light Damage Administration Charge or the Damage Administration Charge.

If, however, you purchase this glass, lights and tyre Protection (and provided you have complied with the Local Rental terms and conditions and the applicable laws and road traffic regulations) then you will have no liability for such damage.

26.7. **Personal Accident & Baggage Protection**

The following details are for information only and do not replace or supercede the terms and conditions of the current Super Personal Accident Protection ('Super PAI') policy a copy of which can be found at: <https://www.europcar.co.uk/protection-package-details>.

We automatically include Third Party Liability insurance as part of our vehicle rental services (for details of this insurance please see section 26.3 above entitled '*Mandatory Third Party Liability Insurance*').

The Third Party Liability Insurance does not, however, cover bodily injury suffered by the person driving the Vehicle at the time of a collision if that collision occurs as a result of that driver's actions (an 'at fault' driver). If you are the at fault driver of the Vehicle you will therefore not be covered for the financial repercussions of:

- personal bodily injury or death; or
- any damage to or loss of your personal property or possessions.

In order therefore to minimise your financial exposure for such damage, loss or injury in such circumstances we are offering our Super-Personal Accident Protection product which you can purchase.

- Super-Personal Accident Protection provides best-in-class protection for medical expenses incurred as a result of injuries suffered; and /or a lump sum indemnity if you are disabled or you die as a result of the collision (or an accident). It also incorporate baggage cover.

26.7.1. **What am I covered for ?**

If you purchase this Protection product and you are in a collision whilst you are driving the Vehicle you can make a claim towards the financial cost of any of the possible consequences that result if you or any of your passengers die or are injured or if your personal effects are damaged or lost:

- a lump sum payment up to the maximum stated in the Super PAI policy
 - in the event of your death (or presumption of death) or the death of any of your passengers within 24 months of the collision or incident as a result of the collision; or
 - if you or if any of your passengers ultimately remain partially or totally disabled from the consequences of the collision or incident;
- medical expenses for you and your passengers of up to the maximum stated in the Super PAI policy (which includes hospitalisation, consultations and pharmaceutical costs; X-rays and relevant medical tests; dental treatment or any prosthetics) necessitated by the collision or incident.
- Loss, damage, theft or destruction of your travel bags and suitcases and the personal effects (including valuable personal effects, such as jewellery or furs and computer equipment, cameras or personal hi-fi equipment) contained in them to the maximum stated in the Super PAI policy as a result of a collision or theft.

If you and / or your Passengers are victims of a collision during the Hire Period then, provided you have purchased the product (in which case the Protection will apply to you and all passengers in the Vehicle), a claim can be made against it irrespective of who is at fault. As a result:

- Passengers and a 'not at fault' driver (both of whom are considered to be third parties in the context of the mandatory Third Party Liability insurance regime) can not only be indemnified by the Third Party Liability insurer for injury, loss of or damage to personal property but can also collect the lump sum indemnity they are entitled to under the Super-Personal Accident Protection product; or
- Passengers travelling with an at fault driver will be considered third parties in the context of the mandatory Third Party Liability insurance regime can be indemnified by the Third Party Liability insurer for injury, loss of or damage to personal property but can also collect the lump sum indemnity under the Super-Personal Accident Protection product. However, an at fault driver will only be covered by the Super-Personal Accident Protection product.

26.7.2. **What is (mainly) excluded from the cover ?**

This Super-Personal Accident Protection does not cover:

- any of the costs set out above if the expense was not incurred as a direct result of the collision or incident occurring whilst you were in control of the Vehicle or if you intentionally caused or brought about the accident or collision; or
- any costs relating to treatment you were receiving or medical conditions you were suffering from before the accident or incident occurred; or
- the cost of loss, or destruction of or damage to your baggage if it is
 - caused by fair wear and tear, depreciation or inherent defects or smokers accidents;
 - stolen as a result of your failure to secure and lock the Vehicle or if it is left in the Vehicle overnight or unattended in a public place. Loss of valuables and/ or laptops will not be covered if they are left unattended in the Vehicle at any time;
 - a mobile phone
- any damage caused to the Vehicle

26.7.3. **What is the amount of my financial exposure ?**

Provided you have not committed a breach of any applicable laws (including any relevant road traffic regulations and, in particular, relating to the wearing of seat belts and not exceeding the official passenger capacity of the vehicle – for instance if 7 people are injured in a 5 seater vehicle then the Super-Personal Accident Protection will simply not apply at all) then you will be entitled to the Protection up to the indemnity limits shown in the Super PAI policy copy stored at <https://www.europcar.co.uk/protection-package-details>.

However, if you didn't comply with those laws and/or regulations then our insurer may refuse the cover altogether or, if it can be shown that you were partially responsible for the level of injury you suffered in the collision or incident, it may seek to reduce its liability for the costs.

26.8. How to notify us ?

It is important that you do your utmost to properly complete and sign an accident claim form which will be made available on request. This gives us all relevant details of the incident and will allow us to ensure your claim is being handled as efficiently as possible. The accident claim form should be transmitted to us within a maximum of 5 working days of the collision or incident

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Tariff Guide - 1st February 2018

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

Product	What does it do?	Daily Rate (inc VAT)	
Young Driver Surcharge	This is a mandatory charge for hirers and drivers under the age of 25 who are subject to our Basic Protection package and any excess reduction product.	£35.00 per day	
Additional Driver	The cost to authorise each additional person to drive a Vehicle and includes the Basic Protection package	£13 per day up to a maximum of £130	
DVLA Contact	This is the charge we make if we need to validate your driving licence with the DVLA	£4.75	
Congestion Charge	This is a mandatory local government tax levied to enable you to drive a Vehicle if you pick it up from within the London Congestion Zone. The Charge will be valid up to midnight on the day of pick-up	£11.50	
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	This is mandatory if you wish to take the Vehicle and drive it outside of the UK. The pack includes our consent form VE103B	1-3 days	£84
		4-7 days	£108
		8-13 days	£144
		14-20 days	£168
		21-27 days	£192
		28+ days	£240
Booster Cushion	Seating for young children	£5 per day up to a maximum of £50	
Child Seats	Full seating for young children (0-7 years)	£11.99 per day up to a maximum of £119.99	
Satellite Navigation Units		£14.99 per day up to a maximum of £149.99	

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

Heathrow Only	What is the Charge for?	Cost*
Arrive and Drive	This applies if you wish to collect your hire Vehicle from outside Terminal T3 at Heathrow Airport	£20
Meet and Greet	A personalised service where we meet you in the Arrivals Hall and take you to your hire Vehicle in the short-stay car park	£35
Drop Off Service	We drive you to the airport in your hire Vehicle and drop you off so you don't need to use the courtesy bus	£20

* Inclusive of 20%VAT (if applicable)

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

Product	What does it do?	Daily Rate (inc IPT*)	
		**Vehicle Category	Daily Rate
Super Personal Accident Protection (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	All Vehicle groups	£8
		Van groups	£10
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

* 'IPT' means Insurance Premium Tax

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

Product	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	£5
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	£9

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)
		Daily Rate
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	Between £3 and £300 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

Product	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')	Is available at participating Europcar Stations 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	1-3 days	£27.50	£32.50	£25.00	£30.00
		4-6 days	£25.00	£30.00	£22.50	£27.50
		7-13 days	£22.50	£27.50	£17.50	£22.50
		14-27 days	£20.00	£25.00	£12.50	£17.50
		28+ days	£17.50	£22.50	£10.00	£12.50
		Long Term	£15.00	£17.50	£7.50	£12.50
	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 or £350 (see table below entitled ***VEHICLE CATEGORY DESCRIPTIONS and COLLISION DAMAGE WAIVER EXCESS VALUES*)	1-3 days	£22.50	£27.50	£20.00	£25.00
		4-6 days	£20.00	£25.00	£17.50	£22.50
		7-13 days	£17.50	£22.50	£12.50	£17.50
		14-27 days	£15.00	£20.00	£10.00	£15.00
		28+ days	£12.50	£17.50	£7.50	£10.00
		Long Term	£10.00	£12.50	£5.00	£7.50
	SELECTION VEHICLES ¥	Vehicle Category**	Daily Rate 1-14 days		Daily Rate 15+days	
Selection Protection Package ('Select')	This product can reduce standard collision damage waiver excess applicable to Selection group Vehicles to £100	SELECTION	£30.85		£23.85	
Medium Protection Package ('Medium')	Limits your financial liability in case of damage to or theft of the Vehicle to £500	SELECTION	£27.85		£20.85	
	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	
		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	£12	£10.50	£9	
		Van groups	£13	£11.50	£10	
		Selection	£14	£12.50	£11	

[†] 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>

¥ Our Premium Protection package is not available for Selection Vehicles, CDVs or Other vans

EXCESS REDUCTION PRODUCTS FOR UNITED STATES AND CANADIAN RENTERS ONLY -

These are optional and are not included in the rental charges

Product	What does it do?	Consolidated Pricing (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	£10
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	£10
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 Stations 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

VEHICLE CATEGORY DESCRIPTIONS and COLLISION DAMAGE WAIVER EXCESS VALUES

**Vehicle Category	Description	Standard Collision Damage Waiver Excess	Medium Excess	Premium Excess
Small	Mini / Economy / Compact / Compact Elite	£1,100	Cat A Vehicle [‡] £450	£0.00
Large	Intermediate / Intermediate Elite / Standard / Standard Elite / Full Size / Premium / Luxury	£1,400	Cat B Vehicle [‡] £350	
Selection	Selection Vehicles	£2,000	£500	NA
CDV	Short Wheel Base Van	£1,500	£250	NA
Other Vans	Other Vans	£1,000	£250	NA

You may incur some of the following Charges during your Hire Period. These are not included in the rental charges

Service	What is the Charge for?	Cost *
Excess Mileage Charges STANDARD CARS (excludes Selection Vehicles)	<p>Rentals of up to 27 consecutive days: mileage is unlimited and excess mileage charges will not apply</p> <p>Rentals of 28 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))</p>	<p>20 pence per mile for each mile driven over the selected mileage allowance of 30, 90 or 120 miles per day on rentals of 28 days or more</p>
Excess Mileage Charges SELECTION VEHICLES (excludes Standard Cars)	<p>Rentals of up to 27 consecutive days: mileage is unlimited and excess mileage charges will not apply</p> <p>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))</p>	<p>30 pence per mile for each mile driven over 75 miles per day on rentals of 28 days or more</p>
Excess Mileage Charges VANS	<p>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))</p> <p>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))</p>	<p>20 pence per mile for each mile driven above the applicable inclusive mileage allowance</p>
One-way hire	<p>If, in the middle of the Hire Period, you decide you wish to return the Vehicle to a different Europcar Station than you originally planned then you must have this authorised by us in advance (because some Europcar Stations do not accept all Vehicles) and you must pay the one-way hire Fee.</p> <p>ONE-WAY HIRES ARE NOT EVER PERMITTED OUTSIDE OF THE UK.</p> <p>If you do leave a Vehicle outside of the UK we will charge you for the cost to repatriate it</p>	<p>Pre-authorised UK Fee: up to a maximum cost of £300</p> <p>Unauthorised UK Fee: up to a maximum cost of £500</p> <p>Unauthorised overseas Fee: up to a maximum cost of £2,000</p> <p>Please Contact the Europcar Station where you collected your Vehicle for cost details</p>
Deliver and Collect	<p>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</p>	<p>Up to 3 miles: £5 each way. Over 3 miles: £5 + £1.95 per mile for each mile over 3 miles each way. A £10 surcharge will apply for same day delivery or collection</p>
Aborted Deliver and Collect Charge	<p>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</p>	<p>£37.50</p>
Out of hours collection	<p>If you wish to collect your Vehicle from a Europcar Station which is outside of the Europcar Station's normal opening hours</p>	<p>£60</p>

You may incur some of the following Charges during your Hire Period. These are not included in the rental charges

Service	What is the Charge for?	Cost *
Out of hours key return box	This will apply if you return the Vehicle to the Europcar Station outside of normal opening hours and leave the keys in the return box. It also applies if you use the return box during normal opening hours.	£20
Refuelling Charge	This will apply if either i. you do not purchase our Full Tank Option and you return the Vehicle to us at the Europcar Branch without refilling the tank; and/or ii. for the fuel we use when we collect the Vehicle from your home or work address in the UK at the end of your Hire Period	£1.60 per litre in addition to the cost per litre calculated according to the fuel policy set out on our website www.europcar.co.uk/terms-and-conditions/
Special cleaning / valet charge	This applies if you return the Vehicle to us in a condition that requires more than our standard 'ready for rent' clean. For example if you or one of your passengers smokes in the Vehicle	Up to £85

CHARGES FOR LOSS OR DAMAGE TO THE VEHICLE OR ACCESSORIES

Service	What is the Charge for?	Cost*
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 to 12.11 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
Tyre Replacement	You will be notified of the charges with respect to a Tyre Replacement to the Vehicle (which are the fixed sums set out in the Tyre Charges Schedule) once the Vehicle has been assessed at the end of the Hire Period. Tyre Replacements are further explained in section 12.12 to 12.14 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 Tyre Charges Schedule.
Damage to the Vehicle other than (i) Light Damage and Tyre Replacement or (ii) where the Vehicle is determined by us to be a Total Loss	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. As explained in section 12.16.1 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.	You will be charged a Loss of Use Charge (calculated as indicated in section 12.16.2.1 of the T&Cs), an Engineer's Charge of £40 and a Damage Administration Charge of £80, in addition to the sums contemplated in the column to the left <i>(What is the Charge for?)</i> .
Damage to the Vehicle, where the Vehicle is determined by us to be a Total Loss	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. As explained in section 12.18.1 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.	You will be charged a Loss of Use Charge (calculated as indicated in section 12.18.2.1 of the T&Cs), an Engineer's Charge of £40 and a Damage Administration Charge of £80, in addition to the sums contemplated in the column to the left.

CHARGES FOR LOSS OR DAMAGE TO THE VEHICLE OR ACCESSORIES

Service	What is the Charge for?	Cost*
Accessories	Accessories comprise general accessories identified in the Light Damages Charges Schedule (such as locking wheel nuts, parcel shelves, boot covers etc) and items added to the car by us, such as Booster Cushions, Child Seats and Satellite Navigation Units. To replace Accessories identified in the Light Damage Charges Schedule which have been lost or damaged or stolen, 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 for the replacement key identified in the Light Damage Charges Schedule
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 (<i>What are my obligations towards the Vehicle?</i>))	£150
Statutory Storage Charges following Police Recovery	Charges that are made 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 (<i>What are my obligations towards the Vehicle?</i>)), we have to instruct agents to recover a Vehicle on our behalf	Between £200 & £400 in the UK Up to £2,000 from Europe
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

Service	What is the Charge for?	Cost *
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
Cancellation Charge	This charge will be made if you tell us you wish to cancel your prepaid 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	£85
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) or Tyre Replacements. This charge pays for the back-office resource required to process associated paperwork.	£40
Damage Administration Charge	Applies if we have to charge you for damage (other than Light Damage or Tyre Replacements) caused to the Vehicle whilst you are in possession of it. This charge pays for the back-office resource required to process associated paperwork with respect to Serious Damage and Total Loss, including calculation of the applicable Loss of Use Fee and liaison with the engineer. <i>This charge is in addition to the Engineer's Charge</i>	£80
Engineer's Charge	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 (i) liaise with the repairers to 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. <i>This charge is in addition to the Damage Administration Charge</i>	£40
Third Party Administration Charge	Applies if we have to provide your details to any third parties (for example for unpaid congestion or parking charges)	£40
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
Unauthorised Extension Charge (in addition to the daily rental charge)	Applies if you don't let us know that you wish to extend the length of your Hire Period at least 2 working hours before it is due to be returned to us	£40

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**Light Damage Charges Schedule
1st February 2018**

Light Damage Charges Schedule – Cars

Area	Element	Type and Condition	Category										
			Mini	Economy	Compact	Intermediate	Standard	Premium	Luxury	Prestige	MPV Mini	MPV Medium	
Front	Badge	Broken/Damaged	27	24	26	49	40	37	35	43	41	41	
		Missing	27	24	26	49	40	37	35	43	41	41	
	Bonnet	Scratch/Scuff <75mm Paint Damage	222	252	267	304	312	351	358	357	225	251	
		Scratch/Scuff - Medium 75-150mm	329	375	399	449	470	535	538	532	328	372	
		Scratch/Scuff - Large 150mm+	370	432	459	518	546	624	636	623	386	427	
		Dent - Small 25-75mm	260	291	305	343	351	389	397	395	263	290	
		Dent - Medium 75-150mm	406	452	476	526	547	612	615	609	405	449	
	Dent - Large 150mm+	646	767	820	890	1086	1290	1381	1476	870	882		
	Bumper Moulding	Broken/Damaged	149	101	97	103	149	182	182	182	119	111	
		Missing	149	101	97	103	149	182	182	182	119	111	
	Bumper skirt	Broken/Damaged	60	66	79	54	86	63	92	103	133	121	
		Missing	60	66	79	54	86	63	92	103	133	121	
	Front Bumper	Scratch/Scuff <75mm Paint Damage	213	218	218	221	233	233	207	233	241	225	
		Scratch/Scuff - Medium 75-150mm	312	323	323	320	344	343	303	340	353	333	
		Scratch/Scuff - Large 150mm+	312	323	323	320	344	343	314	343	353	333	
		Dent - Small 25-75mm	252	257	257	260	271	272	245	271	279	263	
		Dent - Medium 75-150mm	389	400	400	397	421	420	380	417	430	410	
	Dent - Large 150mm+	389	400	400	397	421	420	380	417	430	410		
	Front Fog Lamp	Broken/Damaged	69	83	65	76	81	117	76	113	96	81	
		Missing	69	83	65	76	81	117	76	113	96	81	
	Front Grille	Broken/Damaged	207	207	216	216	207	248	248	248	207	207	
		Missing	207	207	216	216	207	248	248	248	207	207	
	Headlight	Broken/Damaged	225	228	214	337	269	546	760	778	270	222	
		Missing	225	228	214	337	269	546	760	778	270	222	
	Indicator	Broken/Damaged	21	11	15	21	18	32	32	32	12	30	
		Missing	21	11	15	21	18	32	32	32	12	31	
	Left Front skirt	Broken/Damaged	60	66	79	54	86	63	92	103	133	121	
		Missing	60	66	79	54	86	63	92	103	133	121	
	Right Front skirt	Broken/Damaged	60	66	79	54	86	63	92	103	133	121	
		Missing	60	66	79	54	86	63	92	103	133	121	
	Tow Eye Cover	Broken/Damaged	79	79	83	12	66	66	66	66	12	66	
		Missing	79	79	83	12	66	66	66	66	12	66	
	Wiper Arm	Broken/Damaged	39	61	58	63	55	64	77	78	22	69	
		Missing	39	61	58	63	55	64	77	78	22	69	
	Wiper Blades	Broken/Damaged	30	26	25	28	28	31	43	46	28	34	
		Missing	30	26	25	28	28	31	43	46	28	34	
	Number Plate	Broken/Damaged	25	25	25	25	25	25	25	25	25	25	
		Missing	25	25	25	25	25	25	25	25	25	25	
	Glass	Chipped Glass	40	40	40	40	40	40	40	40	40	40	
	Door	Scratch/Scuff <75mm Paint Damage	228	220	222	239	227	228	220	238	214	250	
	Side	Scratch/Scuff - Medium 75-150mm	Scratch/Scuff - Medium 75-150mm	339	325	327	351	336	343	335	350	314	373
			Scratch/Scuff - Large 150mm+	385	369	371	398	383	391	384	399	366	428
			Dent - Small 25-75mm	267	258	261	277	266	267	265	277	253	288
			Dent - Medium 75-150mm	416	402	404	428	413	420	412	427	391	450
			Dent - Large 150mm+	948	845	878	966	1024	1121	1284	1301	967	1157
Door Handle		Broken/Damaged	100	138	147	133	151	104	56	120	141	135	
		Scratch/Scuff < 75mm	100	138	147	133	151	104	56	120	141	135	
Door Seal		Broken/Damaged	86	50	50	34	34	107	107	107	34	86	
Front Wing		Scratch/Scuff <75mm Paint Damage	156	157	156	173	156	168	169	172	150	169	
		Scratch/Scuff - Medium 75-150mm	226	229	227	252	226	248	244	250	218	245	
		Scratch/Scuff - Large 150mm+	247	249	247	277	248	273	273	276	245	271	
		Dent - Small 25-75mm	194	196	195	211	195	207	208	211	189	207	
		Dent - Medium 75-150mm	303	306	304	329	303	325	321	327	295	322	
Dent - Large 150mm+		465	493	479	570	514	649	717	690	517	562		
Fuel Flap		Broken/Damaged	170	144	159	157	138	156	150	144	133	162	
		Scratch/Scuff < 75mm	170	144	159	157	138	156	150	144	133	162	
Glass		Chipped Glass	40	40	40	40	40	40	40	40	40	40	
		Scratch/Scuff < 75mm	40	40	40	40	40	40	40	40	40	40	
Indicator-Repeater		Broken/Damaged	11	12	11	13	14	8	15	14	12	15	
		Missing	11	12	11	13	14	8	15	14	12	15	

Light Damage Charges Schedule – Cars

Area	Element	Type and Condition	Category										
			Mini	Economy	Compact	Intermediate	Standard	Premium	Luxury	Prestige	MPV Mini	MPV Medium	
Side	Mirror Glass	Scratch/Scuff < 75mm	40	40	40	40	40	40	40	40	40	40	40
		Broken/Damaged	85	88	80	92	105	86	134	144	87	116	
		Missing	85	88	80	92	105	86	134	144	87	116	
	Mirror Housing	Broken/Damaged	101	158	165	144	139	208	307	272	122	164	
		Missing	101	158	165	144	139	208	307	272	122	164	
	Moulding	Broken/Damaged	147	147	138	138	134	159	159	159	138	130	
		Missing	147	147	138	138	134	159	159	159	138	130	
	Rear Wing	Scratch/Scuff <75mm Paint Damage	201	197	193	203	204	206	209	210	172	259	
		Scratch/Scuff - Medium 75-150mm	293	286	264	299	299	308	309	307	252	387	
		Scratch/Scuff - Large 150mm+	332	312	291	333	338	348	352	347	287	447	
		Dent - Small 25-75mm	240	236	232	242	242	245	247	249	210	297	
		Dent - Medium 75-150mm	370	363	341	376	376	385	386	384	329	464	
		Dent - Large 150mm+	1308	1411	1551	1421	1536	1725	2089	2482	1837	2181	
	Side Pillar	Scratch/Scuff <75mm Paint Damage	133	133	133	136	131	134	134	134	137	136	
		Scratch/Scuff - Medium 75-150mm	191	191	191	210	185	192	192	192	197	196	
		Scratch/Scuff - Large 150mm+	204	204	204	223	198	205	205	205	215	209	
		Dent - Small 25-75mm	171	171	171	175	170	172	172	172	176	175	
		Dent - Medium 75-150mm	191	191	191	210	185	192	192	192	197	196	
		Dent - Large 150mm+	204	204	204	223	198	205	205	205	215	209	
	Sill	Scratch/Scuff <75mm Paint Damage	157	153	157	167	173	160	157	164	152	154	
		Scratch/Scuff - Medium 75-150mm	227	219	227	240	252	231	227	237	221	223	
		Scratch/Scuff - Large 150mm+	249	240	249	265	282	256	252	260	250	244	
		Dent - Small 25-75mm	195	191	195	205	212	198	195	202	190	193	
		Dent - Medium 75-150mm	304	296	304	317	329	308	304	314	298	300	
		Dent - Large 150mm+	917	1238	1106	1123	1299	1369	1379	1379	1227	1554	
Underside Protection	Broken/Damaged	123	48	53	48	48	45	45	45	48	45		
	Missing	123	48	53	48	48	45	45	45	48	45		
WingTrims	Missing	143	13	13	4	13	75	65	76	13	12		
Wheel Trim	Broken/Damaged	40	40	40	40	40	40	40	40	40	40		
	Missing	40	40	40	40	40	40	40	40	40	40		
Glass	Chipped Glass	40	40	40	40	40	40	40	40	40	40		
Roadwheels	Wheel Trim	Scratch/Scuff	30	30	30	30	30	30	30	30	30		
	Alloy	Scratch/Scuff	65	65	65	65	65	65	65	65	65		
Rear	Boot Panel/ Tailgate	Scratch/Scuff <75mm Paint Damage	216	226	234	254	250	223	234	241	232	286	
		Scratch/Scuff - Medium 75-150mm	318	329	347	375	373	327	343	352	342	428	
		Scratch/Scuff - Large 150mm+	360	373	396	422	428	374	406	400	401	497	
		Dent - Small 25-75mm	254	264	273	293	289	262	273	279	270	324	
		Dent - Medium 75-150mm	395	406	424	452	450	404	420	429	419	505	
		Dent - Large 150mm+	917	1001	1030	1144	1149	1197	1236	1357	1167	1389	
	Rear Badge	Broken/Damaged	29	27	27	30	49	63	30	47	30	61	
		Missing	29	27	27	30	49	63	30	47	30	61	
	Rear Bumper	Scratch/Scuff <75mm Paint Damage	204	212	218	236	233	234	232	238	218	252	
		Scratch/Scuff - Medium 75-150mm	303	313	322	339	343	349	343	348	322	374	
		Scratch/Scuff - Large 150mm+	303	313	342	339	343	349	348	348	322	374	
		Dent - Small 25-75mm	243	251	256	274	271	272	271	276	256	290	
		Dent - Medium 75-150mm	380	390	399	416	420	426	420	425	399	451	
		Dent - Large 150mm+	380	390	399	416	420	426	420	425	399	451	
	Rear Fog Lamp	Broken/Damaged	64	77	52	48	48	77	77	77	120	75	
		Missing	64	77	52	48	48	77	77	77	120	75	
	Rear Lamp	Broken/Damaged	116	83	124	110	170	156	203	208	138	135	
		Missing	116	83	123	110	172	156	203	208	138	141	
	Rear plate light	Broken/Damaged	16	10	13	12	10	15	15	15	7	13	
		Missing	16	10	13	12	10	15	15	15	7	13	
	Rear Spoiler	Scratch/Scuff <75mm Paint Damage	146	162	167	172	192	150	154	173	172	150	
		Scratch/Scuff - Medium 75-150mm	215	239	247	249	284	225	231	253	249	225	
		Scratch/Scuff - Large 150mm+	215	239	247	261	284	225	231	253	261	225	
		Dent - Small 25-75mm	184	201	205	211	231	189	192	212	211	189	
		Dent - Medium 75-150mm	292	316	324	326	361	302	308	330	326	302	
	Dent - Large 150mm+	422	510	577	572	987	646	688	632	572	646		

Light Damage Charges Schedule – Cars

Area	Element	Type and Condition	Category									
			Mini	Economy	Compact	Intermediate	Standard	Premium	Luxury	Prestige	MPV Mini	MPV Medium
Rear	Rear valance	Scratch/Scuff <75mm Paint Damage	146	162	167	172	192	150	154	173	172	150
		Scratch/Scuff - Medium 75-150mm	215	239	247	249	284	225	231	253	249	225
		Scratch/Scuff - Large 150mm+	422	510	577	572	987	646	688	632	572	646
		Dent - Small 25-75mm	184	201	205	211	231	189	192	212	211	189
		Dent - Medium 75-150mm	292	316	324	326	361	302	308	330	326	302
		Dent - Large 150mm+	422	510	577	572	987	646	688	632	572	646
	Boot lock	Broken/Damaged	49	58	67	80	95	103	113	108	75	115
		Missing	49	58	67	80	95	103	113	108	75	115
	Rear Lamp	Broken/Damaged	116	83	124	110	169	156	203	208	138	130
		Missing	116	83	124	110	169	156	203	208	138	130
	Tow Eye Cover	Broken/Damaged	79	79	83	12	66	66	66	66	12	66
		Missing	79	79	83	12	66	66	66	66	12	66
	Underside Protection	Broken/Damaged	123	48	53	48	48	45	45	45	48	45
		Missing	123	48	53	48	48	45	45	45	48	45
	Wipers	Broken/Damaged	39	61	58	63	55	64	77	78	22	69
		Missing	39	61	58	63	55	64	77	78	22	69
	Wiper Blades	Broken/Damaged	30	26	25	28	28	31	43	46	28	34
		Missing	30	26	25	28	28	31	43	46	28	34
	Number Plate	Broken/Damaged	25	25	25	25	25	25	25	25	25	25
		Missing	25	25	25	25	25	25	25	25	25	25
Screen	Chipped Glass	40	40	40	40	40	40	40	40	40	40	
Roof	Aerial	Broken/Damaged	77	77	332	162	77	324	202	161	74	74
		Missing	77	77	332	162	77	324	202	161	74	74
	Panoramic Glass Roof	Chipped Glass	40	40	40	40	40	40	40	40	40	40
	Roof	Scratch/Scuff <75mm Paint Damage	235	327	343	365	344	327	347	334	384	398
		Scratch/Scuff - Medium 75-150mm	348	489	516	545	520	497	519	500	570	603
		Scratch/Scuff - Large 150mm+	399	569	603	633	608	578	611	580	693	711
		Dent - Small 25-75mm	274	366	382	404	383	365	386	373	423	436
		Dent - Medium 75-150mm	425	566	593	622	597	574	596	577	647	680
		Dent - Large 150mm+	1285	1804	2023	2066	2295	2327	2011	3161	2222	2507
	Interior	Air compressor	Broken/Damaged	540	540	540	912	912	768	768	768	1207
Missing			540	540	540	912	912	768	768	768	1207	1207
Boot/Rear Carpet		Broken/Damaged	102	102	102	114	114	110	110	110	206	206
		Missing	102	102	102	114	114	110	110	110	206	206
Bulkhead		Broken/Damaged	598	598	598	598	598	598	598	598	598	598
		Missing	598	598	598	598	598	598	598	598	598	598
Centre Console		Broken/Damaged	63	63	63	289	289	456	456	456	286	286
		Burn/Holed/Cut	65	65	65	65	65	65	65	65	65	65
		Missing	63	63	63	289	289	456	456	456	286	286
Door Handle		Broken/Damaged	124	124	124	141	141	115	115	115	286	286
		Missing	124	124	124	141	141	115	115	115	141	141
Door Panel		Burn/Holed/Cut	75	75	75	75	75	75	75	75	75	75
		Missing	313	313	313	460	460	577	577	577	407	407
Front Armrest		Broken/Damaged	146	146	146	146	146	160	160	160	146	146
		Burn/Holed/Cut	45	45	45	45	45	45	45	45	45	45
		Missing	146	146	146	146	146	160	160	160	146	146
Front Seat		Broken/Damaged	432	432	432	1011	1011	448	448	448	500	500
		Burn/Holed/Cut	65	65	65	65	65	65	65	65	65	65
		Missing	432	432	432	1011	1011	448	448	448	500	500
Instrument Panel		Broken/Damaged	488	488	488	704	704	1241	1241	1242	824	824
Gear Lever Gaiter		Burn/Holed/Cut	99	99	99	139	139	89	89	89	139	139
		Missing	99	99	99	139	139	89	89	89	139	139
		Broken/Damaged	99	99	99	139	139	89	89	89	139	139
Glove Compartment		Missing	132	132	132	85	85	352	352	352	312	312
		Broken/Damaged	132	132	132	85	85	352	352	352	312	312
Head Restraint		Missing	146	146	146	280	280	151	151	151	167	167
		Broken/Damaged	146	146	146	280	280	151	151	151	167	167

Light Damage Charges Schedule – Cars

Area	Element	Type and Condition	Category										
			Mini	Economy	Compact	Intermediate	Standard	Premium	Luxury	Prestige	MPV Mini	MPV Medium	
Interior	Interior Carpet	Burn/Holed/Cut	65	65	65	65	65	65	65	65	65	65	65
		Missing	313	313	313	291	291	627	627	627	607	607	
	Interior Lighting	Cracked	32	32	32	22	22	353	353	353	37	37	
		Missing	32	32	32	22	22	353	353	353	37	37	
	Key	Broken/Damaged	176	176	176	108	108	187	187	187	111	111	
		Missing	176	176	176	108	108	187	187	187	111	111	
	Luggage Cover	Broken/Damaged	56	56	56	70	70	378	378	378	312	312	
		Missing	56	56	56	70	70	378	378	378	312	312	
	Mirror	Broken/Damaged	213	213	213	367	367	190	190	190	254	254	
		Missing	213	213	213	367	367	190	190	190	254	254	
	Rear Armrest	Broken/Damaged	166	166	166	262	262	358	358	358	358	358	
		Missing	166	166	166	262	262	358	358	358	358	358	
	Rear Seat	Broken/Damaged	127	127	127	178	178	316	316	316	245	245	
		Burn/Holed/Cut	65	65	65	65	65	65	65	65	65	65	
		Missing	127	127	127	178	178	316	316	316	245	245	
	Roof lining	Burn/Holed/Cut	75	75	75	75	75	75	75	75	75	75	
	SD Card	Broken/Damaged	250	250	250	250	250	250	250	250	250	250	
		Missing	250	250	250	250	250	250	250	250	250	250	
	Shelves	Broken/Damaged	56	56	56	70	70	378	378	378	312	312	
		Missing	56	56	56	70	70	378	378	378	312	312	
	Spare Wheel	Broken/Damaged	264	264	264	103	103	271	271	271	103	103	
		Missing	344	344	344	183	183	351	351	351	183	183	
	Speaker	Broken/Damaged	36	36	36	86	86	57	57	57	35	35	
Missing		36	36	36	86	86	57	57	57	35	35		
Sunvisor	Broken/Damaged	36	36	36	95	95	105	105	105	97	97		
	Burn/Holed/Cut	36	36	36	95	95	105	105	105	97	97		
	Missing	36	36	36	95	95	105	105	105	97	97		
Switches & Controls	Broken/Damaged	176	176	176	165	165	298	298	298	152	152		
	Missing	176	176	176	165	165	298	298	298	152	152		
Tool Kit	Missing	33	33	33	20	20	15	15	15	20	20		
Window Handle	Broken/Damaged	26	26	26	28	28	36	36	36	28	28		
	Missing	26	26	26	28	28	36	36	36	28	28		
Accessories	Luggage Cover	Broken/Damaged	56	56	56	70	70	378	378	378	312	312	
		Missing	56	56	56	70	70	378	378	378	312	312	
	Wheel Trim	Broken/Damaged	28	28	28	33	33	42	42	42	30	30	
		Missing	28	28	28	33	33	42	42	42	30	30	
	Child seat	Soiled	40	40	40	40	40	40	40	40	40		
	Hub Covers	Scratch/Scuff <75mm	30	30	30	30	30	30	30	30	30		

Light Damage Charges Schedule – Vans

Area	Element	Type and Condition	Category					
			CDV	SWB	LWB	Double Cab Pickups	CDV Crew Van – 5 Seats	SWB Crew Van – 6 Seats
Front	Badge	Broken/Damaged	55	48	38	90	70	67
		Missing	55	48	38	90	70	67
	Bonnet	Scratch/Scuff <75 Paint Damage	246	223	255	300	245	224
		Scratch/Scuff - Medium 75-150	366	330	377	448	363	332
		Scratch/Scuff - Large 150+	417	377	446	521	414	376
		Dent - Small 25-75	285	261	293	339	283	262
		Dent - Medium 75-150	443	407	454	525	440	409
		Dent - Large 150+	774	842	823	681	724	887
	Bumper Moulding	Broken/Damaged	44	95	103	63	42	87
		Missing	44	95	103	63	42	87
	Bumper skirt	Broken/Damaged	86	80	53	180	86	65
		Missing	86	80	53	180	86	65
	Front Bumper	Scratch/Scuff <75 Paint Damage	191	181	232	237	167	149
		Scratch/Scuff - Medium 75-150	284	269	339	351	250	220
		Scratch/Scuff - Large 150+	284	357	339	351	250	250
		Dent - Small 25-75	229	220	270	276	206	188
		Dent - Medium 75-150	361	346	416	428	327	297
		Dent - Large 150+	605	591	404	429	627	442
	Front Fog Lamp	Broken/Damaged	51	74	74	51	51	51
		Missing	51	74	74	51	51	51
	Front Grille	Broken/Damaged	201	201	207	201	201	201
		Missing	201	201	207	201	201	201
	Front Indicator	Broken/Damaged	22	19	19	13	26	16
		Missing	22	19	19	13	26	16
	Headlight	Broken/Damaged	181	224	244	242	178	174
		Missing	181	224	244	242	178	174
	Left Front skirt	Broken/Damaged	86	80	53	180	86	65
		Missing	86	80	53	180	86	65
	Right Front skirt	Broken/Damaged	86	80	53	180	86	65
		Missing	86	80	53	180	86	65
	Tow Eye Cover	Broken/Damaged	83	83	83	83	83	83
		Missing	83	83	83	83	83	83
	Wiper Arm	Broken/Damaged	48	65	55	20	50	75
Missing		48	65	55	20	50	75	
Wiper Blades	Broken/Damaged	29	26	31	17	30	18	
	Missing	29	26	31	17	30	18	
Side	Door	Scratch/Scuff <75 Paint Damage	238	263	246	229	240	271
		Scratch/Scuff - Medium 75-150	350	389	362	340	353	403
		Scratch/Scuff - Large 150+	400	450	428	388	403	464
		Dent - Small 25-75	277	301	284	267	279	310
		Dent - Medium 75-150	427	466	439	417	430	480
		Dent - Large 150+	971	1151	1153	981	958	1250
	Door Handle	Scratch/Scuff < 75mm	52	39	48	55	26	46
	Door Seal	Broken/Damaged	50	50	50	50	50	50
	Front Wing	Scratch/Scuff <75 Paint Damage	170	166	169	178	171	162
		Scratch/Scuff - Medium 75-150	245	241	248	260	245	238
		Scratch/Scuff - Large 150+	271	267	283	291	274	259
		Dent - Small 25-75	208	205	207	217	209	200
		Dent - Medium 75-150	322	318	325	337	322	315
		Dent - Large 150+	494	512	531	543	485	543
	Fuel Flap	Broken/Damaged	142	157	150	184	138	160
		Scratch/Scuff < 75mm	142	157	150	184	138	160
	Glass	Chipped Glass	40	40	40	40	40	40
		Scratch/Scuff < 75mm	40	40	40	40	40	40
	Indicator-Repeater	Broken/Damaged	20	13	13	17	23	9
		Missing	20	13	13	17	23	9

Light Damage Charges Schedule – Vans

Area	Element	Type and Condition	Category					
			CDV	SWB	LWB	Double Cab Pickups	CDV Crew Van – 5 Seats	SWB Crew Van – 6 Seats
Side	Left Side Area	Scratch/Scuff <75 Paint Damage	242	262	243	243	212	212
		Scratch/Scuff - Medium 75-150	356	393	357	357	310	310
		Scratch/Scuff - Large 150+	409	458	410	410	368	368
Left Side Area	Dent - Small 25-75	Dent - Medium 75-150	280	301	281	281	251	251
		Dent - Large 150+	433	470	434	434	387	387
		Dent - Large 150+	797	987	1015	1015	802	802
Luton Box	Scratch/Scuff <75 Paint Damage	Scratch/Scuff - Medium 75-150	401	401	501	501	501	401
		Scratch/Scuff - Large 150+	401	401	501	501	501	401
		Dent - Small 25-75	440	440	540	540	540	440
		Dent - Medium 75-150	479	479	579	579	579	479
		Dent - Large 150+	517	517	617	617	617	517
		Mirror Glass	Scratch/Scuff < 75mm	40	40	40	40	40
Mirror Housing	Broken/Damaged	Broken/Damaged	42	31	50	50	35	25
		Missing	42	31	50	50	35	25
Moulding	Broken/Damaged	Broken/Damaged	118	147	138	138	118	140
		Missing	118	147	138	138	118	140
Rear Wing	Scratch/Scuff <75 Paint Damage	Scratch/Scuff - Medium 75-150	51	152	64	64	55	69
		Scratch/Scuff - Large 150+	51	152	64	64	55	69
		Scratch/Scuff < 75mm	122	127	114	114	116	122
Right Side Area	Scratch/Scuff <75 Paint Damage	Scratch/Scuff - Medium 75-150	243	349	381	263	254	377
		Scratch/Scuff - Large 150+	362	543	567	393	380	573
		Dent - Small 25-75	417	618	687	454	441	670
		Dent - Medium 75-150	282	388	419	301	293	415
		Dent - Large 150+	439	620	644	470	457	650
		Dent - Large 150+	2331	2377	2179	1501	2562	2419
Side Panel	Scratch/Scuff <75 Paint Damage	Scratch/Scuff - Medium 75-150	242	262	243	243	212	212
		Scratch/Scuff - Large 150+	356	393	357	357	310	310
		Dent - Small 25-75	409	458	410	410	368	368
		Dent - Medium 75-150	280	301	281	281	251	251
		Dent - Large 150+	433	470	434	434	387	387
		Dent - Large 150+	797	987	1015	1015	802	802
Side Pillar	Scratch/Scuff <75 Paint Damage	Scratch/Scuff - Medium 75-150	242	262	243	223	212	262
		Scratch/Scuff - Large 150+	356	393	357	327	310	393
		Dent - Small 25-75	409	458	410	374	368	458
		Dent - Medium 75-150	280	301	281	262	251	301
		Dent - Large 150+	433	470	434	404	387	470
		Dent - Large 150+	797	987	1015	878	802	987
Sill	Scratch/Scuff <75 Paint Damage	Scratch/Scuff - Large 150+	138	119	148	148	138	119
		Dent - Small 25-75	201	175	226	226	201	175
		Dent - Medium 75-150	215	195	245	245	215	195
		Dent - Large 150+	177	158	187	187	177	158
		Dent - Large 150+	201	175	226	226	201	175
		Dent - Large 150+	215	195	245	245	215	195
Underside Protection	Scratch/Scuff <75 Paint Damage	Scratch/Scuff - Medium 75-150	159	150	130	153	156	161
		Scratch/Scuff - Large 150+	231	217	184	222	226	233
		Dent - Small 25-75	254	241	232	241	250	257
		Dent - Medium 75-150	198	188	169	191	195	199
		Dent - Large 150+	308	294	261	299	303	310
		Dent - Large 150+	1141	1373	1532	1253	1061	1335
WingTrims	Broken/Damaged	Broken/Damaged	53	48	45	45	53	48
		Missing	53	48	45	45	53	48
Glass	Missing	56	10	24	24	56	9	
Glass	Chipped Glass	40	40	40	40	40	40	

Light Damage Charges Schedule – Vans

Area	Element	Type and Condition	Category					
			CDV	SWB	LWB	Double Cab Pickups	CDV Crew Van – 5 Seats	SWB Crew Van – 6 Seats
Roadwheels	Wheel Trim	Scratch/Scuff	30	30	30	30	30	30
	Alloy	Scratch/Scuff	65	65	65	65	65	65
Rear	Boot Panel	Scratch/Scuff <75 Paint Damage	252	360	360	360	252	360
		Scratch/Scuff - Medium 75-150	373	530	530	360	373	530
Scratch/Scuff - Large 150+		428	643	643	360	428	643	
Dent - Small 25-75		290	398	398	446	290	398	
Dent - Medium 75-150		450	607	607	496	450	607	
	Dent - Large 150+	1325	1550	1550	896	1325	1550	
Rear Badge	Broken/Damaged		38	40	45	38	30	40
		Missing	38	40	45	38	30	40
Rear Bumper	Scratch/Scuff <75 Paint Damage		197	249	196	205	146	249
		Scratch/Scuff - Medium 75-150	288	390	322	306	241	390
		Scratch/Scuff - Large 150+	288	390	322	346	241	390
		Dent - Small 25-75	236	288	235	243	184	288
		Dent - Medium 75-150	365	467	399	383	318	467
	Dent - Large 150+	365	467	399	383	318	467	
Rear Fog Lamp	Broken/Damaged		51	75	75	75	51	75
		Missing	51	75	75	75	51	75
Rear Lamp	Broken/Damaged		112	117	96	131	122	106
		Missing	112	117	96	131	122	106
Rear Loading Door	Scratch/Scuff <75 Paint Damage		145	143	139	161	146	139
		Scratch/Scuff - Medium 75-150	207	206	204	233	208	200
		Scratch/Scuff - Large 150+	207	206	204	233	208	200
		Dent - Small 25-75	183	181	178	199	184	178
		Dent - Medium 75-150	284	283	281	310	285	277
	Dent - Large 150+	673	686	858	823	644	613	
Rear plate light	Broken/Damaged		10	13	13	13	10	13
		Missing	10	13	13	13	10	13
Rear Spoiler	Scratch/Scuff <75 Paint Damage		167	172	192	192	167	172
		Scratch/Scuff - Medium 75-150	247	249	284	284	247	249
		Scratch/Scuff - Large 150+	247	261	284	284	247	261
		Dent - Small 25-75	205	211	231	231	205	211
		Dent - Medium 75-150	324	326	361	361	324	326
	Dent - Large 150+	577	572	987	987	577	572	
Rear valance	Scratch/Scuff <75 Paint Damage		167	172	192	192	167	172
		Scratch/Scuff - Medium 75-150	247	249	284	284	247	249
		Scratch/Scuff - Large 150+	577	572	987	987	577	572
		Dent - Small 25-75	205	211	231	231	205	211
		Dent - Medium 75-150	324	326	361	361	324	326
	Dent - Large 150+	577	572	987	987	577	572	
Step	Broken/Damaged		215	215	215	215	215	215
		Missing	215	215	215	215	215	215
Tail-lift	Broken/Damaged		1170	1170	1170	1170	1170	1170
		Missing	1170	1170	1170	1170	1170	1170
Tow Eye Cover	Broken/Damaged		79	83	83	83	79	83
		Missing	79	83	83	83	79	83
Underside Protection	Broken/Damaged		48	53	53	53	48	53
		Missing	48	53	53	53	48	53
Wipers	Broken/Damaged		33	33	33	33	30	33
		Missing	33	33	33	33	30	33

Light Damage Charges Schedule – Vans

Area	Element	Type and Condition	Category						
			CDV	SWB	LWB	Double Cab Pickups	CDV Crew Van – 5 Seats	SWB Crew Van – 6 Seats	
Rear	Wiper Blades	Broken/Damaged	29	26	31	17	30	18	
		Missing	29	26	31	17	30	18	
	Number Plate	Broken/Damaged	25	25	25	25	25	25	
		Missing	25	25	25	25	25	25	
	Screen	Chipped Glass	40	40	40	40	40	40	
Roof	Aerial	Broken/Damaged	102	102	102	102	102	102	
		Missing	102	102	102	102	102	102	
	Roof	Scratch/Scuff <75 Paint Damage	465	513	390	346	468	275	
		Scratch/Scuff - Medium 75-150	708	778	588	523	712	412	
		Scratch/Scuff - Large 150+	839	931	706	609	845	474	
		Dent - Small 25-75	504	552	429	385	506	313	
		Dent - Medium 75-150	785	855	665	600	789	489	
		Dent - Large 150+	2259	2834	2509	1895	2174	2101	
	Panaromic Glass Roof	Chipped Glass	40	40	40	40	40	40	
	Interior	Air compressor	Broken/Damaged	540	540	540	540	540	540
			Missing	540	540	540	540	540	540
Boot/Rear Carpet		Broken/Damaged	102	102	102	102	102	102	
		Missing	102	102	102	102	102	102	
Bulkhead		Broken/Damaged	598	598	598	598	598	598	
		Missing	59	59	59	59	59	59	
Centre Console		Broken/Damaged	63	63	63	63	63	63	
		Burn/Holed/Cut	65	65	65	65	65	65	
		Missing	63	63	63	63	63	63	
Door Handle		Broken/Damaged	124	124	124	124	124	124	
		Missing	124	124	124	124	124	124	
Door Panel		Burn/Holed/Cut	75	75	75	75	75	75	
		Missing	313	313	313	313	313	313	
Front Armrest		Broken/Damaged	146	146	146	146	146	146	
		Burn/Holed/Cut	45	45	45	45	45	45	
		Missing	146	146	146	146	146	146	
Front Seat		Broken/Damaged	432	432	432	432	432	432	
		Burn/Holed/Cut	65	65	65	65	65	65	
		Missing	432	432	432	432	432	432	
Instrument Panel		Broken/Damaged	488	488	488	488	488	488	
Gear Lever Gaiter		Burn/Holed/Cut	99	99	99	99	99	99	
		Missing	99	99	99	99	99	99	
Glove Compartment		Broken/Damaged	99	99	99	99	99	99	
		Missing	132	132	132	132	132	132	
Head Restraint		Broken/Damaged	146	146	146	146	146	146	
		Missing	146	146	146	146	146	146	
Interior Carpet		Burn/Holed/Cut	65	65	65	65	65	65	
		Missing	313	313	313	313	313	313	
Interior Lighting		Cracked	32	32	32	32	32	32	
		Missing	32	32	32	32	32	32	
Key		Broken/Damaged	176	176	176	176	176	176	
		Missing	176	176	176	176	176	176	
Luggage Cover		Broken/Damaged	56	56	56	56	56	56	
		Missing	56	56	56	56	56	56	
Mirror		Broken/Damaged	213	213	213	213	213	213	
		Missing	213	213	213	213	213	213	
Rear Armrest		Broken/Damaged	166	166	166	166	166	166	
		Missing	166	166	166	166	166	166	
Rear Seat		Broken/Damaged	127	127	127	127	127	127	
		Burn/Holed/Cut	65	65	65	65	65	65	
		Missing	127	127	127	127	127	127	
Roof lining	Burn/Holed/Cut	75	75	75	75	75	75		
SD Card	Broken/Damaged	250	250	250	250	250	250		
	Missing	250	250	250	250	250	250		

Light Damage Charges Schedule – Vans

Area	Element	Type and Condition	Category					
			CDV	SWB	LWB	Double Cab Pickups	CDV Crew Van – 5 Seats	SWB Crew Van – 6 Seats
Interior	Shelves	Broken/Damaged	56	56	56	56	56	56
		Missing	56	56	56	56	56	56
	Spare Wheel	Broken/Damaged	344	344	344	344	344	344
		Missing	344	344	344	344	344	344
	Speaker	Broken/Damaged	36	36	36	36	36	36
		Missing	36	36	36	36	36	36
	Sunvisor	Broken/Damaged	36	36	36	36	36	36
		Burn/Holed/Cut	36	36	36	36	36	36
		Missing	36	36	36	36	36	36
	Switches & Controls	Broken/Damaged	176	176	176	176	176	176
		Missing	176	176	176	176	176	176
	Tool Kit	Missing	33	33	33	33	33	33
	Window Handle	Broken/Damaged	26	26	26	26	26	26
		Missing	26	26	26	26	26	26
Accessories	Luggage Cover	Broken/Damaged	56	56	56	56	56	56
		Missing	56	56	56	56	56	56
	Wheel Trim	Broken/Damaged	28	28	28	28	28	28
		Missing	28	28	28	28	28	28
	Child seat	Soiled	40	40	40	40	40	40
	Hub Covers	Scratch/Scuff <75	30	30	30	30	30	30

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**Tyre Charges Schedule
1st February 2018**

Tyre Charges Schedule

RIM SIZE	TYPE	Tyre Width										
		Up to 165	175	185	195	205	215	225	235	245	255	265 & Over
14	Cars	63	67	72								
	Vans		81									
15	Cars	69	67	73	70	84	116					
	Vans				85	91	111	109				
16	Cars	66	84	96	101	89	114	127				
	Vans			103	99	126	125	130	135			
17	Cars					122	121	128	112	136	171	
	4x4						117	125	125			
18	Cars						157	142	152	182	196	226
	4x4							137	140	147	158	182
19	Cars							213	189	217	191	256
	4x4								158	165	177	193
20	Cars											178
	4x4									211	226	240
21	4x4											240

Supplementary charges

Out of hours call out charge – **£98** (any time after 17:00 to 09:00 the following morning)

Remote location call out charge – **£32**

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**Privacy Policy
25th May 2018**

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1. Who processes your personal data?

Europcar Group UK Limited whose registered office is located at James House, 55 Welford Road, Leicester, Leicestershire LE2 7AR UK (hereinafter referred to as (“we”, “us”, “our(s)”) is responsible for the processing of your personal data (i.e. any information that would allow us to identify you, either directly or indirectly) collected through our website, our rental stations, or through other contact you may have with us.

2. For what purposes do we collect your personal data?

We collect and use personal data that you voluntarily provide to us for some or all of the following purposes:

- a. Your registration as a Europcar member including creation of your account and providing you with a driver ID.

This processing is necessary to identify you and to prepare and facilitate your future bookings and rentals with us.

- b. The booking and the management of your vehicle rental:

- i. to confirm your booking;
- ii. to modify or cancel your booking;
- iii. to correspond with you in relation to your booking or rental (e.g. to provide you with information on your booking or rental, to send you reminder notices before your check-in / check-out times; to respond to your questions or suggestions);
- iv. to manage your rental (including delivery and return of the vehicle);
- v. to manage your invoices;
- vi. to manage any payment of arrears;
- vii. to manage any disputes;
- viii. to manage the recovery of or damage to our vehicles;
- ix. to manage your insurance.

This processing is necessary for the performance of any rental agreement that is concluded between you and us.

- c. Payment purposes

This processing is necessary to enable us to take payment for the services we provide to you and to pay any additional charges or fines you may incur as a result of using our services. We will retain your credit card information according to our retention policy set out in section 4 of this Privacy Policy.

- d. The monitoring of our vehicles based on the rental of “connected” vehicles and geolocalisation systems. This may include:

- i. monitoring the state, performance and functionalities of our vehicles;
- ii. anticipating and identifying potential infringements;
- iii. supporting our fight against criminal activities including theft and fraud.

This processing, for the purpose of protecting the integrity of our fleet, is based on our legitimate interests.

- e. Improvement of our products and services on the basis of:

- i. customer surveys or questionnaires you have completed or taken part in;
- ii. the recording of your rental history to suggest pre-selected options when looking for new bookings or rentals.

This processing, for the purpose of obtaining a better understanding of your needs and offering you customized functions to enhance your experience of our products and services, is based on our legitimate interest.

- f. The operation of our live web chat to provide you with online assistance when making your booking or reservation and any associated online services.

This processing, based on our legitimate interest, allows us to personalise our services for you and improve the service we offer you notably through answering your queries in a timely manner.

- g. Promotional and marketing activities, namely:

- i. the sending of email and SMS notifications for special promotions or deals that may be relevant for you;
- ii. the sending of our newsletters;
- iii. the sending of emails about a booking you did not complete or sending you a summary about a booking enquiry;
- iv. the management of any loyalty program and provision of a membership card;
- v. the organization of promotional contests or sweepstakes;
- vi. the management and updating of our customer or prospects database.

When you give us permission to do so we will process your information for direct marketing purposes, i.e. any commercial message from us aiming at promoting our products and/ services, are subject to your express consent.

By exception, if you are already an existing customer and the message concerns products and/or services similar to those you have already purchased, the underlying processing will not be based on your consent but on our legitimate interest.

- vii. We may also work with reputable third parties to offer our members, customers and website visitors a variety of travel services and loyalty programs. Further details of our partners in such travel services and loyalty programs can be obtained from our customer services department at customerservicesuk@europcar.com.

h. The management of fines, in particular:

- i. to transfer information to the police or other enforcement agencies or issuing authorities to enable them to identify the driver of our vehicle (or potential driver) in the event of a driving offence or suspected driving offence;
- ii. to transfer information to public or private enforcement agencies for the purpose of addressing Parking Notifications and associated fines.

This processing is required by law or carried out to support our legitimate interests.

i. The management and update of a register of customers (the 'Watchlist') presenting certain contractual risks based on:

- i. payment incidents which have given rise to legal proceedings;
- ii. accidents involving our vehicles or repeated damage caused by a customer;
- iii. accidents or damage caused voluntarily by a customer;
- iv. use of our vehicles in breach of the general terms and conditions that apply to the rental of our vehicles.

This processing is based on our legitimate interest and aims to reduce our financial exposure in the performance of the rental agreements.

j. Cookies Policy

We carry out certain processing of your personal information through "cookies" and other tracers collected every time you visit our website. You can accept or reject these cookies and other tracers by following the instructions provided in our Cookies Policy.

This processing is governed by our Cookies Policy, which we encourage you to review and which you can find at the following address <https://www.europcar.co.uk/security-and-privacy-policy>.

3. Who are the recipients of the personal information we collect about you?

a. **Categories of recipient**

Your personal data will be disclosed, as necessary or relevant:

- i. to authorised personnel within our company and to entities in our group and/or to entities in our group franchise network, or any person appointed by any of these entities for the purposes of fulfilling your rental booking and supplying associated services;
- ii. to third party IT service providers (including Cap Gemini, Sopra Steria, Unisys, SalesForce, Google) for technical purposes in order to help us provide you with our products and services.
- iii. to law enforcement bodies and other public and private sector bodies for the purposes of dealing with fines; and private parking companies dealing with breaches of contract;
- iv. for the management and update of a register of customers presenting certain contractual risks to us. This register is managed by our trade association 'British Vehicle Rental and Licensing Association (BVRLA)'. More details can be found at www.bvrta.co.uk
- v. companies supplying operational support in relation to:
 - A. delivery and collection of vehicles;
 - B. authentication of you and your driving licence history (including, but not limited to, Experian and the DVLA);
 - C. insurers and solicitors that manage our insurance claims and/or debt recovery matters;

We can also disclose your personal data to the extent required by law and/or by competent authorities.

b. **International transfers**

We will, to the extent necessary to provide you with our services and for the purposes set out here, transfer your personal data outside the EU. For example if you book to hire a vehicle in a country that is outside of the EU we will need to provide your information to a third party (such as a franchisee) in the relevant country in order to fulfil the booking.

Depending on the circumstances, certain third party recipients may be located in countries which have, or have not, been recognized by the European Commission as ensuring an adequate level of data protection. In the event your destination country is not recognized by the European Commission as having adequate levels of data protection you should be assured that we have put in place the appropriate safeguards to ensure that your personal data is protected in accordance with the requirements of EU regulation 2016/679.

4. For what period will we retain your personal data?

Your personal data is retained for different periods depending on the purpose of the processing:

Purpose	Retention period
Your registration as a Europcar member, the creation of your account and the provision of your Europcar Driver ID	For the duration of the commercial relationship.
Your booking and your car rental	Information that may evidence a right or a rental agreement, or information that must be kept in compliance with a legal requirement will be retained in accordance with applicable legal provisions and for a period that does not exceed the time that is necessary for the purposes for which it is retained.
Payment	Upon effective completion of the payment.
Payment card information	<p>Payment card information (excluding the visual cryptogram):</p> <ul style="list-style-type: none"> that may evidence a payment (i.e. card number and date of validity) will be retained for a period of 13 months following the effective date of any relevant payment made from the credit card and will be used only if the transaction is disputed; can be retained for a longer period, subject to your express consent, to facilitate future payments. <p>When the payment card is expired related information will, in any event, be deleted.</p>
Promotional and marketing activities	<ul style="list-style-type: none"> For our existing customers, 3 years following the end of your relationship with us For people who are not our existing customers - 3 years as from the date we collected your personal information OR from the date of your last request to us for information
Cookies	Please check our Cookies Policy at https://www.europcar.co.uk/security-and-privacy-policy
Monitoring of our vehicles based on the rental of "connected" vehicles and geolocalisation systems	<p>This information is held in an anonymised format by a third party processor for an indefinite period.</p> <p>We will access this information to obtain details relating to a specific vehicle at a particular point in time for our lawful purposes. This information will not usually be accessed more than 12 months after the date on which the information was recorded.</p>
Payment of fines	For the time necessary to identify the driver (or the potential driver) liable for the offence leading to the fine. Relevant information can be retained for a period of up to 12 months after receipt of the fine subject to our intermediate archiving policy.
The management and update of an internal register ("Watchlist") of customers presenting certain contractual risks, namely:	
i. payment incidents which have given rise to legal proceedings	until the debt is cleared
ii. theft of a vehicle	permanently
iii. vehicle accidents or repeated damage caused by you	3 years from the occurrence of the event
iv. accidents or damages caused voluntarily by you	3 years from the occurrence of the event
v. abusive behaviour towards our employees or agents	permanently

5. What rights can you exercise with respect to the processing of your personal data?

- At any time, you can view and/or update your personal profile through the "My Europcar" link, accessible through the main navigation bar of our website. Your personal profile includes your membership registration, driver information and car rental preferences information. You can change your password, secret question, update or correct phone number, address, email, and driving licence information and update your car rental and travel preferences including insurance, means of payment and frequent traveler membership.
- Under EU regulation 2016/679, you can also benefit from the following rights:
 - right of "**access**": is your right to obtain confirmation as to whether or not your personal data are being processed by us, and, where that is the case, to access these personal data and to obtain further information on the characteristics of their processing¹;
 - right "**to rectification**": is your right to obtain the rectification of inaccurate personal data or, taking into account the purposes of the processing, the right to have incomplete personal data completed, including by means of providing a supplementary statement;
 - right to "**erasure**" (or the so-called "right to be forgotten"): is your right to obtain the erasure of your personal data in certain circumstances²;

- iv. right to **"object"**: is your right, at any time, to object to the processing of your personal data and to prevent us from continuing to carry out such processing where:
 - A. your personal data are processed for direct marketing purposes;
 - B. your personal data are processed on the basis of our legitimate interest. In that case, your request will be satisfied if you can provide us with a description of the particular situation legitimising your request unless we can demonstrate overriding legitimate grounds in light of your particular situation.
- v. right to **"withdraw your consent"**: where the processing of your personal data is based on your consent, you have a right to withdraw your consent to the processing of your personal data at any time and to prevent us from continuing to carry out such processing;

If you wish to exercise any of these rights, please contact the Director of Legal Services as set out in section 6.b below. In addition, our promotional and marketing emails and other communications also include instructions on how to unsubscribe.

To protect your privacy and security we will take reasonable steps to verify your identity before granting access or making corrections. In accordance with article 77 of the EU regulation 2016/679, you can lodge a complaint about the processing of your personal data with the body regulating data protection in your country³ if you consider that the processing of your personal data infringes the said EU regulation 2016/679. In the UK this is the Information Commissioner at <https://ico.org.uk/>.

6. Who to contact when you have a query regarding the processing of your personal data?

Depending on the purpose of your query, you should contact one of the following:

- a. For general queries regarding the processing of personal data carried out by Europcar Group UK Limited: Your query should be marked for the attention of the Director of Legal Services at Europcar Group UK Limited, James House, 55 Welford Road, Leicester LE2 7AR or by email to the Director of Legal Services at _uk-legal@europcar.com.
- b. To exercise your rights (access, rectification, erasure, restriction, etc.): Your communication should be marked for the attention of the Director of Legal Services at Europcar Group UK Limited, James House, 55 Welford Road, Leicester LE2 7AR or by email to the Director of Legal Services at _uk-legal@europcar.com.

7. How do we protect your personal data?

We are committed to protecting the information we collect from you.

In particular, we use appropriate physical, technical and organizational security measures to prevent unauthorized or unlawful processing, accidental loss, or destruction of or damage to your personal data.

Our systems are configured with data encryption, or scrambling technologies, and industry-standard firewalls. When you send personal information to our website over the Internet, your data is protected by "Transport Layer Security" (TLS) technology to ensure safe transmission.

Any credit card transaction you make through our websites is done through our Secure Server Technology. This technology notably:

- a. assures your browser that your data is being sent to the correct computer server and that the server is secure;
- b. encodes the data, so that it cannot be read by anyone other than the secure server;
- c. checks the data being transferred to ensure it has not been altered.

8. What rules apply to the processing of your personal data when clicking on links placed on our website which direct you to our partner's websites or other websites?

You may find various links to our partner's websites or other third party websites (e.g. for travel services) on our website.

PLEASE NOTE: this privacy policy does not apply to any processing of your personal data that is carried out by our partners or any other third parties when you visit their respective websites and we are not responsible for such processing.

We encourage you to review the privacy policies of our partners and other third parties to further understand the rules that will apply to the processing by them of your personal data.

9. Changes to this Privacy Policy

This privacy policy was published on Friday 25 May 2018. If we make any changes to this privacy policy we will identify such changes on our website.

¹ Regarding the purposes of the processing, the categories of personal data concerned, the categories of recipients, whether these data are transferred to third countries and appropriate safeguards put in place (if any), the storage period, the existence of any automated decision-making based on these data, the right to lodge a complaint with the relevant data protection authority, the existence of other data subjects' rights (rectification, erasure, restriction).

² Where data are no longer necessary in relation to the purposes for which they were collected or otherwise processed, you withdraw your consent and there is no other legal ground for the processing, you object to the processing of your personal data and there are no overriding legitimate grounds, it is demonstrated that your personal data have been unlawfully processed, to comply with a legal obligation.

³ The country where you have your habitual residence, place of work or place of the alleged infringement.