



Terms and Conditions of Hire.



Table of contents

1. To whom do the rental terms and conditions apply ?
2. Who can rent and who can drive ?
3. Where can I drive a vehicle ?
4. What type of vehicle can be rented and for what purpose ?
5. What are my obligations toward the vehicle ?
6. What services are included if I rent a vehicle only ?
7. What other ancillary services are available that are not included in my rental ?
8. What is included in the price I pay ?
9. What are the other fees / charges that I may have to pay ?
10. What should I pay attention to when I pick up the vehicle ?
11. What will happen when I return the vehicle ?
12. Damage to the vehicle
13. What is expected of me regarding the vehicle maintenance ?
14. What should I do in case of accident or mechanical breakdown ?
15. When shall I receive my invoice and pay for the rental ?
16. What if I want to cancel or modify my booking ?
17. What if I want to extend my Hire Period?
18. What is the fuel policy ?
19. Must I pay a deposit before picking up the vehicle ?
20. Can I pay my rental with a foreign credit card ?
21. How is Europcar protecting and using my personal information ?
22. Are the vehicles equipped with a tracker ?
23. What happens in case of dispute related to my rental ?
24. Is there a code of conduct applicable to the car rental industry ?
25. General
26. Insurance and protection provisions



Thank you for renting with Europcar

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	
Cash	Not accepted
Cheques	Not accepted
Credit Cards	Accepted always
Debit Cards	Accepted always
Accredited, prepaid or preloaded cards	Not accepted
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
For UK residents only – a 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 checking your photographic ID (ie., driving licence or passport), we may

- 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; and
- undertake checks for the purpose of preventing fraud and money laundering. This may include checking your accident claims and motor vehicle history via a third party fraud prevention and detection database service.

When we and third party fraud prevention agencies process your data for these purposes, we do so on the basis that we have a legitimate interest in preventing and detecting fraud and verifying your identity before providing you with vehicle. 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 proof of return flights or alternative return travel arrangements 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.

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 permit will be required.
- If you need to supply an international driving permit as well as the actual licence then both documents must show the same address in your country of residence. It is acknowledged that some countries do not issue international driving permits. In such circumstances a Letter of Endorsement, issued by the relevant Consulate or Embassy, will be accepted.
- 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 that are indicated during the booking process. A "**Young Driver Surcharge**" as set out in the Tariff Guide will apply to all Drivers aged between 22 and 26. 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.

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. Written consent (which will be by a form named 'VE103B') is essential whether you are just visiting the Republic of Ireland, crossing the Channel to France or going for a longer journey into Europe. The VE103B is provided as part of both our Europdrive and Cross-Border Packs. The Cross Border Pack applies and is required only if you are visiting the Republic of Ireland from Northern Ireland or the UK Mainland. There is a charge for both the Europdrive and Cross-Border Packs. The charges are set out in the Tariff Guide.
- 3.2. Travel from Northern Ireland into the Irish Republic All Vehicles retained on our fleet in Northern Ireland are fitted with electronic devices which tell us if a Vehicle has crossed the border from Northern Ireland into the Irish Republic. If, during your Hire Period, the device confirms that you have driven the Vehicle across the border without our prior knowledge and consent then we will let you know immediately by email or text that the device has alerted us to your border crossing and give you advance warning that we reserve the right to charge you for the cost of the Cross-Border Pack when you return the Vehicle to us at the end of the Hire Period.
- 3.3. If you do take a Vehicle abroad whether we give you our consent or not 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 always 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 11.1.5 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; and
- 5.1.4. with a full tank of fuel unless you have purchased our 'Full Tank Option' (see sections 9.3.2.1 and 18.2.1.
- 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 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 or vape in the Vehicle nor allow anybody else to do so. If we reasonably think that smoking or vaping has happened in the Vehicle you must pay our Specialist cleaning or valet charge which are 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 rehire; 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. Return the Vehicle and its keys, Accessories and documentation to us by the expiry time and date specified in the Rental Agreement and in a condition that complies in all respects with with the requirements of section 5.1 above. 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); and

5.12.3 for any missing fuel (if applicable) in accordance with sections 18.2.2 and 18.2.3 of these T&Cs.

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

Additional rental days

Other Protection Packages

Out of hours collection

Satellite Navigation units

Delivery and collection

Roadside Assistance Plus & Roadside Assistance Express

Europdrive and/or Cross-Border packs

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)).

- 8.7. For the avoidance of doubt the price you pay does not include the cost to us of filling the fuel tank (refuelling) should you be in breach of your obligation to return the Vehicle to us with a full fuel tank (see sections 9.3.2.1 and 18.2.2)

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

Where the term 'issuing body' is used in this section 9.3.1 it can apply to any, or all, of the following organisations:

- police or other enforcement agencies or other issuing authorities where a driving offence or suspected driving offence has been committed during a Hire Period; and
- either a public or a private enforcement agency that is entitled to issue parking charge notices and associated fines where a purported or actual breach of contract has arisen.

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 an issuing body.

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 or a parking charge notice that is issued by any issuing body 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 give you notice that we have paid the penalty and supply 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 notice to you** 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 our notice
- *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 body. If the issuing body 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 body 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' charge

each time you modify any details of your booking once the Hire Period has started

Valet charge a valet charge will apply where the level of cleaning required to return the Vehicle to a rentable condition is more than our standard 'ready-for-rent' clean.

Specialist cleaning Specialist cleaning charges will apply if the Vehicle is returned to us in a condition that is beyond our in-house valeting skills and

requires expert cleaners to return it to a rentable standard. Please refer to the Serious Damage section of the Tariff Guide for more details as to cost **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 surcharge 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 18.2.1 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)

'Europdrive' pack and 'Cross-Border' pack will be required if you wish to take the Vehicle from the UK into Europe or between Northern Ireland into the Irish Republic. These packs include the form VE103B which gives our consent (as registered keeper) for you to drive the Vehicle outside of the Territory (see section 3 above and the Tariff Guide for further details) plus other important information relating to recovery following a breakdown or incident

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;
 - 10.1.1. inspect the Vehicle and any Accessories for any pre-existing damage; and
 - 10.1.2. check that the Vehicle's fuel tank is full.
- 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.

- 10.5. Familiarise yourself with the Vehicle before driving it on the public highway. Make sure you know where the controls are for essential instruments such as headlights, indicators, hazard warning lights, where the parking break is situated (and how it is released and applied) and what type of fuel the Vehicle uses. For further information check the Vehicle Instruction Card which details basic operating instructions and can be found on the Vehicle's sun visor or by visiting <https://www.europcar.co.uk/vehicle-information-card>. Should you require further assistance please ask the Branch staff or, if you have already set off on your journey, contact your nearest Europcar Branch.

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. Please note that some Europcar Branches do not operate for the entire week-end and/or on statutory Bank Holidays. Where this is the case, such times will not be counted as working hours. Details of Branch working hours are available by visiting www.europcar.co.uk
- 11.1.2. You are responsible for any fuel you use during the Hire Period and for returning the Vehicle to us with a full tank of fuel unless you purchased our 'Full Tank Option' at the time of check-out. If you have not purchased the Full Tank Option and you don't return the Vehicle with a full tank of fuel then we will charge you:
 - for fuel required to refill the Vehicle's fuel tank at our published rates on the date of return; and
 - if applicable, a refuelling surcharge. Further details of our Fuel Policy and the refuelling surcharge is set out in section 18 and 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 we agree that the Hire Period will end when you return the Vehicle to the Europcar Branch and hand the Vehicle keys to a Europcar agent. Please note, however, that the rental charges will remain the same (ie., as if you had not returned the Vehicle to us before the return date and time stated on the Rental Agreement) as we will not refund any unused daily rental or accessory charges to you.

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:

- 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
- 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 which may have arisen before 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 packages, whichever 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 a tyre which requires us to replace the tyre on the Vehicle with a new tyre is classified as a '**Tyre Replacement**'. If a Vehicle's tyre is punctured and is capable of being repaired then it is classified as a '**Tyre Repair**'. The cost of new tyres and repairs is listed in our Tyre Charges Schedule which can be found on the home page of our website: www.europcar.co.uk
- 12.13. In relation to a Tyre Replacement or a Tyre Repair (whichever applies in the circumstances) you will pay us:
 - 12.13.1. the pre-agreed fixed sum(s) for the Tyre or the Repair as set out in the Tyre Charges Schedule. The Tyre Charges Schedule contains a list of charges, broken down by tyre or repair and by supplementary charges that will apply if you request an immediate call-out ('Immediate Response Request');
 - 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 or repair the tyre. In each case of either a Tyre Replacement or a Tyre Repair 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 and/or cleaning 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 and/or cleaned. 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
- 12.18.2. 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 in Mainland UK or Northern Ireland

- 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 there is an accident/incident in Mainland UK or Northern Ireland 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 accident or incident and/or from the continuing use of the Vehicle, as well as all applicable charges set out in the Tariff Guide
- 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 in Mainland UK or Northern Ireland

- 14.2.1. If there is an accident/incident in Mainland UK or Northern Ireland 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 accident or incident and/or from the continuing 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

- 14.2.3.6. 0800 0280 999; 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).

14.3 In case of breakdown, accident or incident when driving outside of the UK or Northern Ireland

Full details of our overseas partners in the different countries are set out in the brochure supplied with the Europdrive and/or Cross Border packs (whichever applies). The telephone number shown in sections 14.1 and 14.2 above applies only in cases of breakdown, accidents or incidents occurring in Mainland UK and Northern Ireland and they will be unable to help you if you have a breakdown, accident or incident whilst you are driving outside of the Territory (please refer to section 3 above). You should ensure you have purchased either the Europdrive and/or Cross Border pack before you take your Vehicle outside of the UK or Northern Ireland.

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 pickup 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 you have incurred extra costs such as fines or tolls or refuelling charges and/or surcharges or you have caused damage to and/or loss of to the Vehicle and/or Accessories then we will charge you at a later date for such costs together with any Third Party Administration Charges if, after the Hire Period has terminated, we become aware of them.

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. Late Cancellation & No Show

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. Prepaid Rentals

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

- 16.2.1.1. *Late Cancellation:* If you cancel giving us less than 48 hours' notice then the prepaid amount may be refunded less a Cancellation Charge at the rate shown in the Tariff Guide.
- 16.2.1.2. *No Show:* If you have not cancelled your reservation and you fail to pick up the Vehicle then your prepayment may be refunded less a No Show Charge at the rate shown in the Tariff Guide.

- 16.2.1.3. 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

You can lodge your credit or debit card details with us and we will guarantee your Vehicle until close of business on the day your rental is due to start.

- 16.2.2.1. *Late Cancellation:* if you use this facility to guarantee your reservation and you don't give us 48 hours' notice to cancel before the rental start time then you agree that we may charge the Cancellation 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.
- 16.2.2.2. *No Show:* if you use this facility to guarantee your reservation and you don't pick up the Vehicle on the day 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.
- 16.2.2.3. If you don't use this facility to guarantee your reservation and have therefore not supplied any credit or debit card details and you either don't give us 48 hours' notice to cancel before the rental start time or you don't pick up the Vehicle on the day then you may remain liable for the Cancellation Charge or the No Show Charge set out in the Tariff Guide (whichever applies in the circumstances).

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. The following two options may then be made available to you:

18.2.1. Full Tank Option

18.2.1.1 At pick up we will request a pre-authorisation against your credit or debit card for the value of a full tank of fuel as well as the deposit (see section 19.1 below). The cost of the tank of fuel will depend on the Vehicle type and engine size.

18.2.1.2 If you return the Vehicle to us full of fuel (proof of refuelling may be required (see sections 18.2.3.1 and 18.2.3.2 below)) then we will not process the pre-authorisation for the full tank of fuel.

18.2.1.3 If you return the Vehicle with a fuel tank that is not full to its maximum capacity and you have travelled more than 60 miles then we will process the pre-authorisation for the full tank of fuel.

18.2.2. Full to full

18.2.2.1 We provide you with a Vehicle with a full tank of fuel.

18.2.2.2 You return the Vehicle with a full tank of fuel.

18.2.2.3 You pay nothing for either fuel or a refuelling surcharge

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 refuelling rules set out in section 18.2.3 below and in the Tariff Guide. You agree that the total amount we charge you represents the reasonable cost to us arising from your failure to return the Vehicle to us with a full tank of fuel.

18.2.3 Refuelling Rules

The rules regarding refuelling will depend on the total number of miles you have driven during your Hire Period:

18.2.3.1 **If the Vehicle has travelled 60 miles or less in total during your Hire Period** (including collection mileage (if applicable)) and

18.2.3.1.1 *you return the Vehicle full of fuel* (the fuel gauge is showing Full) then no refuelling surcharge will apply if:

- you can supply a valid fuel receipt that shows you purchased fuel for the Vehicle sometime within the 24 hours preceding the date and time of its return and at a fuel station that is less than 15 miles from the Europcar Branch of return; or
- you purchased our Full Tank Option in which case we will not process the credit card pre-authorisation for the full tank of fuel;

18.2.3.1.2 *the Vehicle is not full of fuel when you return it or you do not have a valid fuel receipt and you did not purchase our Full Tank Option then*

- we will charge you only for fuel you used. To do this we will use the *manufacturer's combined mpg* for your Vehicle to calculate fuel consumed for the number of miles travelled during the Hire Period. The fuel charges for the calculated fuel consumption will be at the rate shown in the Tariff Guide. So, for example, if the Vehicle has travelled 60 miles and the *manufacturer's combined mpg* for your Vehicle is 30 mpg then we will charge you based on 2 gallons used or 9 litres.

- No refuelling surcharge will be applied.

18.2.3.2 **If the Vehicle has travelled more than 60 miles in total during your Hire Period** (including collection mileage (if applicable))

The fuel level shown by the fuel gauge inside the Vehicle will be used as proof of a full fuel tank. The tank is considered to be full when the needle on the fuel gauge is pointing to its maximum level (8/8ths full)

18.2.3.2.1 *If you return the Vehicle full of fuel* (the fuel gauge is showing *the maximum level*) then no refuelling charges will apply. If you purchased our Full Tank Option then the price that was pre-authorised against your credit or debit card for the full tank of fuel will not be processed.

18.2.3.2.2 *If the Vehicle is not full when it is returned to us* (ie., the fuel gauge is reading less than the maximum)

18.2.3.2.2.1 If you purchased our Full Tank Option then the price that was pre-authorised against your credit or debit card for the full tank of fuel will be processed;

18.2.3.2.2.2 If you did not purchase our Full Tank Option then you will be charged for the missing fuel based on the visual level of the fuel gauge and calculated to the nearest missing 8th shown on the fuel gauge as follows:

- If the needle is sitting between 2 graduations then the missing 8th will be calculated to the closest graduation.
- If the needle is exactly in the middle of 2 graduations then the missing 8th will be calculated by the highest graduation (in your favour). For example., if the Vehicle is returned with a fuel tank showing 7/8ths full or more then you will not be charged for refuelling.

18.2.3.3 Refuelling surcharge

Irrespective of the method we use to calculate the fuel charge if, on the return of the Vehicle:

18.2.3.3.1 less than seven (7) litres is missing from the tank then you will be charged only for the fuel charges as shown in the Tariff Guide. The refuelling surcharge will not apply;

18.2.3.3.2 more than seven (7) litres of fuel is calculated to be missing then in addition to the fuel charges we will charge you a refuelling surcharge as shown in the Tariff Guide.

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 by debit card or 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.

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-authorised 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-authorised 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 (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.

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 we may use electronic devices to monitor the condition, performance and operation of a Vehicle and/ or to track a Vehicle's movements including alerting us when Vehicles cross the border from Northern Ireland into the Irish Republic. 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. WHAT HAPPENS IN CASE OF DISPUTE RELATED TO MY RENTAL ?

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 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 authorisation.

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 either the USA or Canada is your country of residence and you 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
- } that are in or on the Vehicle if the damage occurs during your rental
- 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

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.
 - 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

26.6.3. 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 Insurance ('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 Insurance product which you can purchase.

- Super-Personal Accident Insurance 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 incorporates baggage cover.

26.7.1. What am I covered for ?

If you purchase this Insurance 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 Insurance 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 Insurance 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 insurance 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 Enhanced Partner Protection (“EPP”)

Our **Enhanced Partner Protection product (EPP)** applies only where you have booked a rental through a car-hire cost comparison website or a travel agent that we have approved (“**Broker**”) and you have purchased a relevant insurance product (an “**insurance policy**”) through that Broker. The EPP product is only available from the Europcar Branch at the time you pick up the Vehicle.

26.8.1 What is EPP?

- 26.8.1.1 EPP protects you against the requirement to pay us directly for damage and theft Excess amount charges, as well as any other charges covered by your insurance policy, if you damage the Vehicle or the Vehicle is stolen during the Hire Period. Without this product you will have to pay us for those charges (subject to the Excess amount where relevant) and then recover that sum from your insurer under the insurance policy that you have purchased from them.

- 26.8.1.2 When you purchase EPP we will not charge you directly for the damage, theft or attempted theft of the Vehicle but we will engage with your insurer to recover the sums owing that are covered by your insurance policy. All you will have to do is inform us about the incident in accordance with your obligations under clauses 12 or 14 of these T&C.

26.8.2 What do I need to be aware of when considering this product?

- 26.8.2.1 EPP is only available for bookings made through certain Brokers with whom we have agreed this process. You will therefore need to ask our Branch staff to confirm whether EPP is available for your booking.
- 26.8.2.2 The price of EPP will be confirmed to you at the Europcar Branch and is contingent upon the length of your Hire Period and the Europcar Branch where you pick up the Vehicle. EPP will only apply for your original Hire Period and not to any extensions of that Hire Period.
- 26.8.2.3 By purchasing EPP:
- 26.8.2.3.1 you are authorising us, on your behalf, to submit a claim to the insurer from whom you purchased your insurance policy and for the insurer to make payments directly to us for charges covered by your insurance policy in respect of the damage incurred by the Vehicle, or the theft or attempted theft of the Vehicle during your original Hire Period; and
- 26.8.2.3.2 you agree not to make a claim for any sum paid to us by the insurer; and

26.8.2.3.3 you are not excluding your liability for damage or theft of the Vehicle or other charges that may become payable under these T&Cs.

26.8.2.4 We will not refund you for the cost of EPP once the Hire Period has started or where you are subsequently unable for any reason to rely on the insurance cover you have purchased through the Broker.

26.8.3 We will not refund the cost of this product once the Hire Period has started or where you are subsequently unable for any reason to rely on the damage excess cover you have purchased from the Broker.

26.9 How to notify us?

26.9.1 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.



Tariff Guide
2 December 2019

GENERAL PRODUCTS - 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.

Description	What does it do?	Daily Rate (inc VAT)	
Young Driver Surcharge	This is a mandatory charge for hirers and drivers under the age of 26 who are subject to our Basic Protection package and any excess reduction product	£39.00 per day	
Additional Driver	The cost to authorise each additional person to drive a Vehicle and includes the Basic Protection package	£14 per day up to a maximum of £140	
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.eurocar.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	
Eurodrive 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	£84.00
		4-7 days	£108.00
		8-13 days	£144.00
		14-20 days	£168.00
		21-27 days	£192.00
		28+ days	£240.00
Cross-Border Pack	This is mandatory if you wish to take the Vehicle and drive it from Mainland UK into the Republic of Ireland and/or from Northern Ireland into the Republic of Ireland. The pack includes our consent form VE103B	1-2 days	£30.00
		3-4 days	£70.00
		5-6 days	£100.00
		7+10 days	£150.00
		11+ days	£125.00
Booster Cushion	Seating for young children	£6 per day up to a maximum of £60.00	
Child Seats	Full seating for young children (0-7 years)	£13.00 per day up to a maximum of £130.00	
Satellite Navigation Units		£14.99 per day up to a maximum of £149.99	
Out of hours collection	If you wish to collect your Vehicle from a Europcar Station which is outside of the Europcar Station's normal opening hours	£60.00	
Out of hours key return box	This charge will apply if you return the Vehicle to the Europcar Station 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	£20.00	

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

Description	What is the Charge for?	Cost Inclusive of 20% VAT (if applicable)
Arrive and Drive (Heathrow T3 Only)	This applies if you wish to collect your hire Vehicle from outside terminal T3 at Heathrow Airport	£20.00
Meet & Greet (Heathrow Only)	A personalised service where we meet you in the Arrivals Hall and take you to your hire Vehicle in the short-stay car park	£35.00
Drop-Off Service (Heathrow Only)	We drive you to the Airport in your hire Vehicle and drop you off so you don't need to use the courtesy bus	£20.00
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</p> <p>Minimum notice period 2 hours for standard cars and 2 days for Selection Vehicles and Vans</p>	<p>Up to 24 hours notice:</p> <p>< 3 miles: = £15.00 each way; > 3miles: = £15.00 each way + £1.95per mile for each mile over 3 miles each way</p> <p>24+ hours notice:</p> <p>< 3 miles: = £5.00 each way; > 3miles: = £5.00 each way + £1.95per mile for each mile over 3 miles each way</p>

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

Description	What does it do?	Daily Rate (inc Insurance Premium Tax)	
		**Vehicle Category	Daily Rate
Super Personal Accident Insurance (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	£8.00
		Van groups	£10.00
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

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

Description	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	£6.00
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	£10.00

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 @ 20%)	
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	All Vehicle groups	Between £3.00 and £300.00 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.
(see table below entitled "***VEHICLE CATEGORY DESCRIPTIONS and COLLISION DAMAGE WAIVER EXCESS VALUES")

Description	What does it do?		Consolidated Pricing (inc VAT@ 20%)			
			Category A Daily Rate‡		Category B Daily Rate‡	
	STANDARD CARS	Days Rental	Small ** Vehicle	Large ** Vehicle	Small ** Vehicle	Large ** Vehicle
Premium Protection Package (‘Premium’)	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 day	Up to £34.00	Up to £38.00	Up to £29.00	Up to £34.00
		2-3 days	Up to £30.50	Up to £35.50	Up to £26.50	Up to £32.00
		4-6 days	Up to £27.50	Up to £33.00	Up to £23.50	Up to £29.50
		7-13 days	Up to £24.00	Up to £30.00	Up to £18.50	Up to £23.50
		14-27 days	Up to £21.50	Up to £26.50	Up to £13.50	Up to £18.50
		28+ days	Up to £18.00	Up to £23.00	Up to £10.50	Up to £13.00
		Long Term	Up to £15.50	Up to £18.00	Up to £7.50	Up to £10.50
	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 £450.00 or £350.00	1 day	Up to £26.50	Up to £31.00	Up to £23.00	Up to £28.00
		2-3 days	Up to £24.00	Up to £28.50	Up to £20.50	Up to £26.00
		4-6 days	Up to £21.00	Up to £26.50	Up to £18.00	Up to £23.50
		7-13 days	Up to £18.50	Up to £24.00	Up to £13.00	Up to £18.00
		14-27 days	Up to £16.00	Up to £21.00	Up to £10.50	Up to £15.50
		28+ days	Up to £13.00	Up to £18.00	Up to £8.00	Up to £10.50
		28+ Fixed	Up to £10.50	Up to £13.00	Up to £5.00	Up to £8.00
	SELECTION VEHICLES	Vehicle Category**	Days Rental		Daily Rate	
Selection Protection Package (‘Select’)	This product can reduce standard collision damage waiver excess applicable to Selection group Vehicles to £100.00	SELECTION	1 day		£38.00	
			2-3 days		£35.00	
			4-6 days		£32.50	
			7-13 days		£30.00	
			14-27 days		£27.00	
			28+ days		£24.00	
Medium Protection Package (‘Medium’)	Limits your financial liability in case of damage to or theft of the Vehicle to £500.00	SELECTION	1 day		£34.00	
			2-3 days		£31.00	
			4-6 days		£28.50	
			7-13 days		£26.00	
			14-27 days		£23.00	
			28+ days		£20.00	

‡ 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>

EXCESS REDUCTION PRODUCTS - These are optional and are not included in the rental charges.

Product	What does it do?	Consolidated Pricing (inc VAT@ 20%)				
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	
ANY VEHICLE		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		£13.00	£11.50	£10.00
		Van groups		£14.00	£12.00	£10.50
		Selection		£14.50	£13.00	£11.50

OTHER PROTECTION PRODUCTS

Description	What does it do?	Consolidated Pricing (inc VAT @ 20%)		
Enhanced Partner Protection ("EPP")	EPP protects you against the requirement to pay us directly for damage and theft Excess amount charges for a Vehicle where you have purchased an insurance product via an on-line car-hire cost comparison website or a travel agent ('Broker'). EPP makes the process of claiming easier as we will recover the costs of the damage or theft - up to the value of the Excess amount - directly from the insurer on your behalf. For full details of this product refer to section 26.8 of the T&Cs	Days Rental	Daily Rate Small** Vehicle	Daily Rate Large** Vehicle
		1	Up to £21.50	Up to £24.50
		2-3	Up to £19.00	Up to £22.00
		4-6	Up to £17.50	Up to £21.00
		7-13	Up to £16.00	Up to £19.00
		14-20	Up to £10.50	Up to £12.00
		21-27	Up to £8.50	Up to £9.00
		28+	Up to £5.00	Up to £5.50

EXCESS REDUCTION PRODUCTS FOR UNITED STATES AND CANADIAN RENTERS ONLY - These are optional and are not included in the rental charges

Description	What does it do?	Consolidated Pricing Daily Rate (inc VAT @ 20%)		
		**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	£12.00	£10.00
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	£12.00	£10.00
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 / Economy Elite / Compact / Compact Elite	£1,100.00	Cat A Vehicle† £450.00 Cat B Vehicle† £350.00	£0.00
Large	Intermediate / Intermediate Elite / Standard / Standard Elite / Full Size / Premium / Luxury	£1,400.00		
Selection	Selection Vehicles	£2,000.00	£500.00	NA
Vans	All Vans	£1,500.00	£250.00	NA

† 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>

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

Description	What is the Charge for?	Cost Inclusive of 20% VAT (if applicable)
Excess Mileage Charges STANDARD CARS (excludes Selection Vehicles)	Rentals of up to 20 consecutive days: mileage is unlimited and excess mileage charges will not apply Rentals of 21 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))	20 pence per mile for each mile driven over the selected mileage allowance of 30, 90 or 120 miles per day on rentals of 21 days or more
Excess Mileage Charges SELECTION VEHICLES (excludes Standard Cars)	Rentals of up to 27 consecutive days: mileage is unlimited and excess mileage charges will not apply 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))	30 pence per mile for each mile driven over 75 miles per day on rentals of 28 days or more
Excess Mileage Charges VANS	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)) 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))	20 pence per mile for each mile driven above the applicable inclusive mileage allowance
One-way hire	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. ONE-WAY HIRES ARE NOT EVER PERMITTED OUTSIDE OF THE UK. If you do leave a Vehicle outside of the UK we will charge you for the cost to repatriate it	Pre-authorized UK Fee: up to a maximum cost of £300.00 Unauthorised UK Fee: up to a maximum cost of £500.00 Unauthorised overseas Fee: up to a maximum cost of £2,000.00 Please contact the Europcar Station where you collected your Vehicle for cost details
Aborted Deliver and Collect Charge	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	£37.50
Fuel Charges	These fuel charges will apply if: i. you have not purchased our Full Tank Option; and ii. you have returned the Vehicle to us at the Europcar Branch without refilling the fuel tank to its maximum capacity.	£0.30 per litre above the cost of each litre of fuel that is required to refill the fuel tank of your Vehicle to its maximum capacity calculated according to the fuel policy set out in our UK website www.europcar.co.uk/terms-and-conditions
Refuelling Surcharge	In addition to the fuel charges, a refuelling surcharge will apply if: i. you have not purchased our Full Tank Option; and ii. on the return of the Vehicle, more than seven (7) litres of fuel is calculated to be missing (including any fuel we use when we collect the Vehicle from your home or work address in the UK at the end of your Hire Period); and iii. you return the Vehicle to us at the Europcar Branch without refilling the tank. If seven (7) litres of fuel or less is missing (including any fuel we use when we collect the Vehicle from your home or work address in the UK at the end of your Hire Period) then you will be charged only for the cost of the fuel; the refuelling surcharge will not apply. Please refer to section 18.2 of the T&Cs for further details	a one-off refuelling surcharge of £18 (if applicable)
Valet charge	This applies where the level of cleaning required to return the Vehicle to a rentable condition is more than our standard 'ready-for-rent' clean. For example if you or one of your passengers smokes or vapes in the Vehicle	Up to £85
Refuse Disposal Charge	This will apply if you return the Vehicle to us containing excessive amounts of refuse or hazardous waste and we have to dispose of it	Up to £100
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	£5.00
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	£25.00
Late 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	£45.00
No Show Charge	This charge will apply if you did not cancel your pre-paid booking and you do not collect your Vehicle	£102.00
Third Party Administration Charge	Applies if we have to provide your details to any third parties (for example for unpaid congestion or parking charges)	£40.00

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

Description	What is the Charge for?	Cost Inclusive of 20% VAT (if applicable)
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	£40.00
Extension Charge	Applies when you notify us that you wish to extend the length of your Hire Period	£5.00
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	£40.00

CHARGES FOR LOSS OR DAMAGE TO THE VEHICLE OR ACCESSORIES

Description		What is the Charge for?	Cost Inclusive of 20% VAT (if applicable)
LIGHT DAMAGE RELATED COSTS	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 or Tyre Repair	You will be notified of the charges with respect to a Tyre Replacement or Tyre Repair for a 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 and Tyre Repairs are further explained in section 12.12 to 12.14 of the T&C	You will be charged a Light Damage Administration Charge of £40 in addition to the fixed sums set out in the Tyre Charges Schedule.
	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, 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 identified in the Light Damage Charges Schedule for the replacement key
	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
	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
SERIOUS DAMAGE RELATED COSTS	Damage to the Vehicle other than (i) Light Damage and Tyre Replacement or Tyre Repair 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. Serious damage will also include circumstances where you have returned the Vehicle to us in a condition that requires more than a valet clean and means we must engage expert cleaners to return it to a rentable standard. 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
	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.
	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. This charge is in addition to the Engineer's Charge	£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 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. This charge is in addition to the Damage Administration Charge	£40
OTHER DAMAGE RELATED COSTS	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 (What are my obligations towards the Vehicle?))	£150
	Statutory Storage Charges following Police Recovery	Charges that are charged 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 (What are my obligations towards the Vehicle?)), we have to instruct agents to recover a Vehicle on our behalf	Between £200 & £400 in the UK Up to £2,000 from Europe



Light Damage Charges Schedule 2 December 2019

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/Missing	56	67	70	98	72	158	132	99	114	72
	Bonnet	Scratch/Scuff <75mm Paint Damage	244	279	297	320	326	340	392	377	282	270
		Scratch/Scuff - Medium 75-150mm	479	525	550	595	596	541	646	666	566	574
		Scratch/Scuff - Large 150mm+	652	709	738	802	803	662	782	874	787	815
		Dent - Small 25-75mm	282	318	335	358	364	378	430	415	320	309
		Dent - Medium 75-150mm	556	602	627	672	673	618	723	743	643	651
		Dent - Large 150mm+	768	825	853	918	919	777	898	989	902	931
	Bumper Moulding	Broken/Damaged/Missing	167	109	214	170	235	211	297	323	339	111
	Bumper skirt	Broken/Damaged/Missing/Scuffed	113	70	103	65	88	67	104	126	117	97
	Front Bumper	Scratch/Scuff <75mm Paint Damage	262	267	273	260	258	228	222	265	340	274
		Scratch/Scuff - Medium 75-150mm	345	355	365	351	348	314	318	364	450	368
		Scratch/Scuff - Large 150mm+	345	355	365	351	348	304	319	367	450	404
		Dent - Small 25-75mm	300	306	312	298	296	267	260	304	378	312
		Dent - Medium 75-150mm	422	432	442	428	425	391	395	441	527	445
		Dent - Large 150mm+	460	470	481	467	464	420	435	483	565	520
	Fog Light (Right/Left)	Broken/Damaged/Missing	54	87	109	98	104			189	75	95
	Front Grille	Broken/Damaged/Missing	55	164	164	175	172	337	155	243	207	138
	Indicator (Right/Left)	Broken/Damaged/Missing	25	33	16	19	15	27	15	43	30	15
	Front Skirt (Right/Left)	Broken/Damaged/Missing	113	74	103	66	88	67	104	126	117	97
	Tow Eye Cover	Broken/Damaged/Missing	125	139	127	120	105	38	126	118	141	128
	Wiper Arm	Broken/Damaged/Missing	44	66	60	70	60	78	88	77	62	68
	Wiper Blades	Broken/Damaged/Missing	36	31	23	22	28	43	44	47	33	29
	Number Plate	Broken/Damaged/Missing	25	25	25	25	25	25	25	25	25	25
	Wind Screen	Glass chip 5-10mm	35	35	35	35	35	35	35	35	35	35
Side (Right/Left)	Door (Front/Rear)	Scratch/Scuff <75mm Paint Damage	249	239	243	254	245	221	242	250	259	279
		Scratch/Scuff - Medium 75-150mm	487	466	470	499	480	383	431	475	533	587
		Scratch/Scuff - Large 150mm+	664	635	641	684	662	499	564	652	746	831
		Dent - Small 25-75mm	287	277	281	293	283	259	280	289	297	318
		Dent - Medium 75-150mm	564	543	547	576	557	460	508	552	610	664
		Dent - Large 150mm+	780	751	756	800	778	614	679	768	862	947
	Door Handle (Front/Rear)	Broken/Damaged	128	156	163	155	189	57	64	166	210	167
		Scratch/Scuff <75mm Paint Damage	128	128	123	130	118	83	80	99	128	120
	Door Seal (Front/Rear)	Broken/Damaged/Missing	146	31	73	77	74	132	168	126	94	96
	Front Wing	Scratch/Scuff <75mm Paint Damage	167	168	169	188	170	174	186	182	184	183
		Scratch/Scuff - Medium 75-150mm	365	362	363	403	370	314	351	374	423	443
		Scratch/Scuff - Large 150mm+	516	504	510	567	529	427	482	533	613	661
		Dent - Small 25-75mm	205	207	208	226	208	212	224	221	223	222
		Dent - Medium 75-150mm	442	439	440	480	447	391	428	451	500	520
		Dent - Large 150mm+	631	619	625	682	644	542	598	649	729	776
	Fuel Flap	Broken/Damaged	198	161	174	185	149	175	136	152	168	180
		Scratch/Scuff <75mm Paint Damage	129	128	126	132	120	92	90	107	129	126
	Side Indicator Repeater	Broken/Damaged/Missing	29	15	17	21	23	27	15	34	13	31
	Door Mirror Glass	Broken/Damaged/Missing	42	47	55	67	89	165	178	126	42	42
	Mirror Housing	Scratch/Scuff <75mm Paint Damage	65	65	65	65	65	65	65	65	65	65
		Broken/Damaged/Missing	130	147	203	218	248	296	438	319	323	166
	Moulding (Front/Rear)	Broken/Damaged/Missing	153	191	109	89	185	155	91	187	129	166
	Rear Wing	Scratch/Scuff <75mm Paint Damage	223	203	213	214	249	220	250	230	287	369
		Scratch/Scuff - Medium 75-150mm	444	413	422	445	476	376	439	447	574	714
		Scratch/Scuff - Large 150mm+	615	590	580	615	651	490	572	618	797	982
		Dent - Small 25-75mm	262	241	251	253	288	259	289	269	326	408
		Dent - Medium 75-150mm	521	490	499	522	553	453	516	524	651	791
		Dent - Large 150mm+	730	705	696	731	767	606	687	734	913	1097

Light Damage Charges Schedule - Cars

Area	Element	Type and Condition	Category									
			Mini	Economy	Compact	Intermediate	Standard	Premium	Luxury	Prestige	MPV Mini	MPV Medium
Side (Right/Left)	Pillar A	Scratch/Scuff <75mm Paint Damage	154	162	165	166	167	148	160	160	159	163
		Scratch/Scuff - Medium 75-150mm	217	227	227	233	230	176	223	211	221	222
		Scratch/Scuff - Large 150mm+	236	247	246	254	254	179	242	223	241	233
		Dent - Small 25-75mm	193	200	203	204	206	186	199	198	198	202
		Dent - Medium 75-150mm	294	304	304	310	307	253	300	288	298	299
		Dent - Large 150mm+	352	362	361	369	369	294	358	338	356	349
	Pillar B	Scratch/Scuff <75mm Paint Damage	166	165	182	178	182	181	191	188	193	205
		Scratch/Scuff - Medium 75-150mm	235	234	254	254	252	212	228	246	276	279
		Scratch/Scuff - Large 150mm+	255	254	278	279	274	215	230	272	334	306
		Dent - Small 25-75mm	204	204	220	217	221	220	230	226	231	244
		Dent - Medium 75-150mm	312	311	331	331	329	289	305	323	353	356
		Dent - Large 150mm+	371	369	393	394	390	330	346	387	449	421
	Pillar D	Scratch/Scuff <75mm Paint Damage								169		168
		Scratch/Scuff - Medium 75-150mm								169		172
		Scratch/Scuff - Large 150mm+								169		173
		Dent - Small 25-75mm								208		207
		Dent - Medium 75-150mm								246		249
		Dent - Large 150mm+								285		289
	Sill	Scratch/Scuff <75mm Paint Damage	167	181	169	172	176	176	191	191	174	163
		Scratch/Scuff - Medium 75-150mm	237	257	235	241	245	236	232	257	245	229
		Scratch/Scuff - Large 150mm+	258	294	256	265	270	238	234	275	269	245
		Dent - Small 25-75mm	206	220	207	210	215	214	230	230	212	201
		Dent - Medium 75-150mm	314	334	312	318	322	313	309	334	322	306
		Dent - Large 150mm+	374	409	372	381	385	353	349	390	384	361
	Underside Protection	Broken/Damaged/Missing	68	113	106	106	75	73	66	68	128	90
	Wheel Trim (Front/Rear)	Broken/Damaged/Missing	31	34	45	42	38			32	35	43
	WingTrims	Missing	92	36	87	112	95	122	95	179	65	11
	Wheel Arch (Front/Rear)	Scratch/Scuff <75mm Paint Damage			44	171	31	199				
		Scratch/Scuff - Medium 75-150mm			44	171	31	199				
		Scratch/Scuff - Large 150mm+			44	171	31	199				
		Dent - Small 25-75mm			44	210	31	238				
		Dent - Medium 75-150mm			44	248	31	276				
		Dent - Large 150mm+			44	287	31	315				
	Door Glass (Front/Rear)	Glass chip 5-10mm	35	35	35	35	35	35	35	35	35	35
	Alloy/Steel Wheel (Front/Rear)	Scratch/Scuff <75mm Paint Damage	65	65	65	65	65	65	65	65	65	65
	Rear Sliding Door	Scratch/Scuff <75mm Paint Damage			411					622	489	471
		Scratch/Scuff - Medium 75-150mm			737					1098	947	841
		Scratch/Scuff - Large 150mm+			989					1352	1302	1109
		Dent - Small 25-75mm			450					660	528	509
		Dent - Medium 75-150mm			814					1175	1024	918
		Dent - Large 150mm+			1104					1467	1417	1225
Rear	Rear Badge	Broken/Damaged/Missing	53	45	46	79	97	28	27	49	42	33
	Boot lock	Broken/Damaged/Missing	79	74	95	99	87	106	142	133	144	119
	Tailgate/Boot Lid	Scratch/Scuff <75mm Paint Damage	237	238	251	270	261	242	275	271	285	324
		Scratch/Scuff - Medium 75-150mm	338	338	356	381	366	298	348	363	399	461
		Scratch/Scuff - Large 150mm+	383	382	405	426	413	304	353	404	444	524
		Dent - Small 25-75mm	275	277	289	309	300	280	314	309	323	362
		Dent - Medium 75-150mm	415	415	433	458	443	375	425	440	476	538
		Dent - Large 150mm+	498	498	520	541	528	419	468	520	559	640

Light Damage Charges Schedule - Cars

			Category									
Area	Element	Type and Condition	Mini	Economy	Compact	Intermediate	Standard	Premium	Luxury	Prestige	MPV Mini	MPV Medium
Rear	Rear Bumper	Scratch/Scuff <75mm Paint Damage	258	252	282	268	251	247	250	264	295	281
		Scratch/Scuff - Medium 75-150mm	343	337	382	370	339	337	356	367	404	376
		Scratch/Scuff - Large 150mm+	343	337	397	370	339	333	353	367	404	372
		Dent - Small 25-75mm	297	291	321	307	289	285	288	303	334	319
		Dent - Medium 75-150mm	420	414	459	447	416	414	433	444	481	453
		Dent - Large 150mm+	459	453	512	485	455	449	468	483	519	488
	Rear Fog Lamp (Right/Left)	Broken/Damaged/Missing	98	48	87	57	44		125	118	93	83
	Rear Light (Right/Left)	Broken/Damaged/Missing	100	90	132	213	201	197	204	234	159	153
	Rear plate light	Broken/Damaged/Missing	38	34	43	73	55	38	38	38	37	47
	Rear Spoiler	Scratch/Scuff <75mm Paint Damage	147	184	185	184	183	176	192	168	177	
		Scratch/Scuff - Medium 75-150mm	212	255	256	261	267	247	261	231	249	
		Scratch/Scuff - Large 150mm+	212	255	256	273	267	218	261	239	249	
		Dent - Small 25-75mm	185	223	224	222	221	214	230	206	216	
		Dent - Medium 75-150mm	289	332	333	338	344	324	338	308	326	
		Dent - Large 150mm+	328	370	372	388	382	333	377	355	364	
	Rear valance	Scratch/Scuff <75mm Paint Damage	147	184	185	184	183	176	192	168	177	
		Scratch/Scuff - Medium 75-150mm	212	255	256	261	267	247	261	231	249	
		Scratch/Scuff - Large 150mm+	212	255	256	273	267	218	261	239	249	
		Dent - Small 25-75mm	185	223	224	222	221	214	230	206	216	
		Dent - Medium 75-150mm	289	332	333	338	344	324	338	308	326	
		Dent - Large 150mm+	328	370	372	388	382	333	377	355	364	
	Tow Eye Cover	Broken/Damaged/Missing	130	95	74	33	61	106	120	111	136	136
	Wiper Arm	Broken/Damaged/Missing	48	40	38	41	37	46	39	49	39	39
	Wiper Blades	Broken/Damaged/Missing	36	31	23	22	28	43	44	47	33	29
	Rear Screen	Glass chip 5-10mm	35	35	35	35	35	35	35	35	35	35
	Number Plate	Broken/Damaged/Missing	25	25	25	25	25	25	25	25	25	25
	Rear Loading Door	Scratch/Scuff <75mm Paint Damage			246						298	287
		Scratch/Scuff - Medium 75-150mm			354						428	409
		Scratch/Scuff - Large 150mm+			403						496	471
		Dent - Small 25-75mm			285						337	325
		Dent - Medium 75-150mm			431						505	486
		Dent - Large 150mm+			519						611	586
Roof	Aerial	Broken/Damaged/Missing	13	23	77	95	114	215	185	146	19	51
	Roof	Scratch/Scuff <75mm Paint Damage	245	354	375	389	356	323	374	338	446	614
		Scratch/Scuff - Medium 75-150mm	350	511	537	564	507	415	495	471	650	888
		Scratch/Scuff - Large 150mm+	399	593	622	659	592	428	504	541	765	1042
		Dent - Small 25-75mm	283	392	414	428	395	361	413	376	485	652
		Dent - Medium 75-150mm	427	588	614	641	584	492	572	548	727	965
		Dent - Large 150mm+	515	709	738	774	708	543	619	657	881	1158
Interior	Boot Carpet	Broken/Damaged/Missing	129	106	182	158	273	160	238	236	488	416
	Bulkhead	Broken/Damaged/Missing	40	40	40	45	90	130	202	202	45	90
	Centre Console	Broken/Damaged/Missing	91	119	165	208	238	453	559	463	211	88
		Burn/Holed/Cut	65	65	65	65	65	65	65	65	65	65
	Door Panel	Burn/Holed/Cut	65	65	65	65	65	65	65	65	65	65
		Missing	233	198	288	323	364	598	505	779	523	310
	Front Left Seat Back Cover	Broken/Damaged/Missing	228	284	295	323	348	309	351	523	494	327
		Burn/Holed/Cut	65	65	65	65	65	65	65	65	65	65
	Front Left Seat Base Cover	Broken/Damaged/Missing	174	239	219	219	312	318	232	560	366	315
		Burn/Holed/Cut	65	65	65	65	65	65	65	65	65	65
	Front Right Seat Back Cover	Broken/Damaged/Missing	228	275	288	353	359	309	351	527	487	327
		Burn/Holed/Cut	65	65	65	65	65	65	65	65	65	65
	Front Right Seat Base Cover	Broken/Damaged/Missing	211	238	232	250	305	316	853	537	373	323
		Burn/Holed/Cut	65	65	65	65	65	65	65	65	65	65
	Gear Lever Gaiter	Broken/Damaged/Missing	111	73	61	68	53	108	85	90	56	72
		Burn/Holed/Cut	111	73	61	68	53	108	85	90	56	72

Light Damage Charges Schedule – Cars

Area	Element	Type and Condition	Category									
			Mini	Economy	Compact	Intermediate	Standard	Premium	Luxury	Prestige	MPV Mini	MPV Medium
Interior	Glove Compartment	Broken/Damaged/Missing	151	152	162	160	204	558	368	354	227	152
	Head Restraint	Broken/Damaged/Missing	146	131	116	308	159	160	202	202	308	159
	Interior Carpet	Burn/Holed/Cut	65	65	65	65	65	65	65	65	65	65
		Missing	303	468	578	671	564	833	964	968	1159	810
	Interior Lighting	Broken/Damaged/Missing	42	55	109	117	176	344	290	311	82	115
	Key	Broken/Damaged/Missing	227	140	170	125	222	268	358	307	123	149
	Luggage Cover	Broken/Damaged/Missing	148	112	187	206	297	355	427	365	265	286
	Rear View Mirror	Broken/Damaged/Missing	106	101	128	233	203	330	334	313	101	305
	Rear Armrest	Broken/Damaged/Missing		76		269	92	344	202	202	269	92
	Rear Left Seat Back Cover	Broken/Damaged/Missing	202	175	248	206	317	246	428	514	465	415
		Burn/Holed/Cut	65	65	65	65	65	65	65	65	65	65
	Rear Left Seat Base Cover	Broken/Damaged/Missing	268		517	370	228	46		509	376	477
		Burn/Holed/Cut	65		65	65	65	65		65	65	65
	Rear Right Seat Back Cover	Broken/Damaged/Missing	251	184	231	218	332	235	411	448	465	410
		Burn/Holed/Cut	65	65	65	65	65	65	65	65	65	65
	Rear Right Seat Base Cover	Broken/Damaged/Missing	198		371	255	218	57		429	377	384
		Burn/Holed/Cut	65		65	65	65	65		65	65	65
	Roof lining	Broken/Damaged/Missing	65	65	65	65	65	65	65	65	65	65
		Burn/Holed/Cut	65	65	65	65	65	65	65	65	65	65
	SD Card	Broken/Damaged/Missing	55	55	55	65	65	400	202	202	250	250
	Speaker	Broken/Damaged/Missing	36	42	42	88	74	43	202	202	88	74
	Sunvisor	Broken/Damaged/Missing	36	106	66	98	92	52	202	202	98	92
		Burn/Holed/Cut	36	106	66	98	92	52	202	202	98	92
	Window Handle	Broken/Damaged/Missing	25	12								21
	Locking Wheel Bolt Key	Broken/Damaged/Missing	160	160	160	160	160	160	160	160	160	160
Accessories	Tool Kit	Missing		21	24	85	19	9	15	28		35
	Hub Covers	Missing	27	19	29	22	23	23	22	25	24	18
		Scratch/Scuff <75mm Paint Damage	30	30	30	30	30	30	30	30	30	30
	Decals	Broken/Damaged	30	30	30	30	30	30	30	30	30	30
		Missing	97	97	97	97	97	97	97	97	97	97

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/Missing	65	49	48	48	32	37
	Bonnet	Scratch/Scuff <75mm Paint Damage	268	235	268	363	267	230
		Scratch/Scuff - Medium 75-150mm	541	575	571	702	550	579
		Scratch/Scuff - Large 150mm+	751	856	812	966	768	868
		Dent - Small 25-75mm	307	274	307	401	306	269
		Dent - Medium 75-150mm	618	652	648	779	627	656
		Dent - Large 150mm+	866	971	928	1082	883	983
	Bumper Moulding	Broken/Damaged/Missing	43	100	60	86	41	100
	Bumper skirt	Broken/Damaged/Missing/Scuffed	77	79	95	212	86	71
	Front Bumper	Scratch/Scuff <75mm Paint Damage	303	212	260	304	196	169
		Scratch/Scuff - Medium 75-150mm	408	289	329	398	271	235
		Scratch/Scuff - Large 150mm+	408	479	329	398	271	235
		Dent - Small 25-75mm	341	250	298	342	235	208
		Dent - Medium 75-150mm	485	366	406	475	348	312
		Dent - Large 150mm+	523	595	445	513	386	312
	Fog Light (Right/Left)	Broken/Damaged/Missing	128	80	80	109	93	118
	Front Grille	Broken/Damaged/Missing	137	117	242	246	98	115
	Indicator (Right/Left)	Broken/Damaged/Missing	28	16	16	12	40	18
	Front Skirt (Right/Left)	Broken/Damaged/Missing	78	79	95	212	86	71
	Tow Eye Cover	Broken/Damaged/Missing	24	25	14	16	24	19
	Wiper Arm	Broken/Damaged/Missing	49	71	58	74	54	75
	Wiper Blades	Broken/Damaged/Missing	30	28	44	21	32	28
	Number Plate	Broken/Damaged/Missing	25	25	25	25	25	25
	Wind Screen	Glass chip 5-10mm	35	35	35	35	35	35
Side (Right/Left)	Door (Front/Rear)	Scratch/Scuff <75mm Paint Damage	264	291	277	249	261	288
		Scratch/Scuff - Medium 75-150mm	533	651	587	534	538	656
		Scratch/Scuff - Large 150mm+	742	949	833	762	756	963
		Dent - Small 25-75mm	302	329	316	287	300	327
		Dent - Medium 75-150mm	610	728	664	611	615	733
		Dent - Large 150mm+	857	1065	948	878	871	1079
	Door Handle (Front/Rear)	Broken/Damaged	51	37	32	66	23	23
		Scratch/Scuff <75mm Paint Damage	51	37	32	66	23	23
	Door Seal (Front/Rear)	Broken/Damaged/Missing	87	64	38	82	86	60
	Front Wing	Scratch/Scuff <75mm Paint Damage	180	183	199	188	184	184
		Scratch/Scuff - Medium 75-150mm	408	492	469	444	424	503
		Scratch/Scuff - Large 150mm+	591	757	699	649	620	778
		Dent - Small 25-75mm	218	221	238	226	223	223
		Dent - Medium 75-150mm	485	569	546	521	501	580
		Dent - Large 150mm+	707	872	814	765	735	893
	Fuel Flap	Broken/Damaged	162	175	155	206	151	179
		Scratch/Scuff <75mm Paint Damage	128	129	113	132	128	130
	Side Indicator Repeater	Broken/Damaged/Missing	20	16	16	32	27	17
	Door Mirror Glass	Broken/Damaged/Missing	39	31	45	61	38	27
	Mirror Housing	Scratch/Scuff <75mm Paint Damage	65	65	65	65	65	65
		Broken/Damaged/Missing	153	151	184	202	122	147
	Moulding (Front/Rear)	Broken/Damaged/Missing	77	43	60	55	54	38

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 (Right/Left)	Rear Wing	Scratch/Scuff <75mm Paint Damage	251	394	454	364	272	382
		Scratch/Scuff - Medium 75-150mm	515	810	837	705	560	800
		Scratch/Scuff - Large 150mm+	724	1136	1113	970	789	1136
		Dent - Small 25-75mm	290	432	493	403	310	420
		Dent - Medium 75-150mm	592	887	914	782	637	877
		Dent - Large 150mm+	839	1251	1228	1086	904	1252
	Pillar A	Scratch/Scuff <75mm Paint Damage	172	185	133	154	175	175
		Scratch/Scuff - Medium 75-150mm	245	241	157	218	250	250
		Scratch/Scuff - Large 150mm+	270	250	162	238	276	276
		Dent - Small 25-75mm	210	224	172	192	213	213
		Dent - Medium 75-150mm	322	318	234	295	327	327
		Dent - Large 150mm+	385	366	278	354	391	391
	Pillar B	Scratch/Scuff <75mm Paint Damage	184	208	172	223	167	210
		Scratch/Scuff - Medium 75-150mm	260	291	216	326	236	294
		Scratch/Scuff - Large 150mm+	289	327	229	367	256	331
		Dent - Small 25-75mm	222	246	211	261	205	248
		Dent - Medium 75-150mm	337	368	293	403	313	371
		Dent - Large 150mm+	404	442	345	483	372	447
	Pillar C	Scratch/Scuff <75mm Paint Damage	156	177	177	184	156	156
		Scratch/Scuff - Medium 75-150mm	156	245	245	258	156	156
		Scratch/Scuff - Large 150mm+	156	282	282	285	156	156
		Dent - Small 25-75mm	194	216	216	222	194	194
		Dent - Medium 75-150mm	233	322	322	335	233	233
		Dent - Large 150mm+	271	397	397	400	271	271
	Pillar D	Scratch/Scuff <75mm Paint Damage	140	150	200	210	157	157
		Scratch/Scuff - Medium 75-150mm	140	181	282	294	219	219
		Scratch/Scuff - Large 150mm+	140	190	316	332	237	237
		Dent - Small 25-75mm	179	189	239	248	195	195
		Dent - Medium 75-150mm	217	258	359	371	296	296
		Dent - Large 150mm+	256	305	431	447	353	353
	Sill	Scratch/Scuff <75mm Paint Damage	172	168	148	151	168	173
		Scratch/Scuff - Medium 75-150mm	243	235	171	212	238	244
		Scratch/Scuff - Large 150mm+	268	256	173	230	262	269
		Dent - Small 25-75mm	210	207	186	189	207	211
		Dent - Medium 75-150mm	320	312	248	289	315	321
		Dent - Large 150mm+	384	372	289	346	377	384
	Underside Protection	Broken/Damaged/Missing	88	78	57	140	71	71
	Wheel Trim (Front/Rear)	Broken/Damaged/Missing	30	32	24	31	30	30
	WingTrims	Missing	41	10	36	67	10	10
	Wheel Arch (Front/Rear)	Scratch/Scuff <75mm Paint Damage			68	214		
		Scratch/Scuff - Medium 75-150mm			68	214		
		Scratch/Scuff - Large 150mm+			68	214		
		Dent - Small 25-75mm			68	253		
		Dent - Medium 75-150mm			68	291		
		Dent - Large 150mm+			68	330		
	Door Glass (Front/Rear)	Glass chip 5-10mm	35	35	35	35	35	35
	Alloy/Steel Wheel (Front/Rear)	Scratch/Scuff <75mm Paint Damage	65	65	65	65	65	65

Light Damage Charges Schedule – Vans

			Category					
Area	Element	Type and Condition	CDV	SWB	LWB	Double Cab Pickups	CDV Crew Van - 5 Seats	SWB Crew Van - 6 Seats
Side (Right/Left)	Left Side Rear Panel	Scratch/Scuff <75mm Paint Damage	251	394	454	364	272	382
		Scratch/Scuff - Medium 75-150mm	515	810	837	705	560	800
		Scratch/Scuff - Large 150mm+	724	1136	1113	970	789	1136
		Dent - Small 25-75mm	290	432	493	403	310	420
		Dent - Medium 75-150mm	592	887	914	782	637	877
		Dent - Large 150mm+	839	1251	1228	1086	904	1252
	Right Side Rear Panel	Scratch/Scuff <75mm Paint Damage	251	394	454	364	272	382
		Scratch/Scuff - Medium 75-150mm	515	810	837	705	560	800
		Scratch/Scuff - Large 150mm+	724	1136	1113	970	789	1136
		Dent - Small 25-75mm	290	432	493	403	310	420
		Dent - Medium 75-150mm	592	887	914	782	637	877
		Dent - Large 150mm+	839	1251	1228	1086	904	1252
	Side Wall	Scratch/Scuff <75mm Paint Damage			527			
		Scratch/Scuff - Medium 75-150mm			1128			
		Scratch/Scuff - Large 150mm+			1305			
		Dent - Small 25-75mm			566			
		Dent - Medium 75-150mm			1205			
		Dent - Large 150mm+			1421			
	Rear Sliding Door	Scratch/Scuff <75mm Paint Damage	353	417	516	514	305	323
		Scratch/Scuff - Medium 75-150mm	669	842	946	1012	607	710
		Scratch/Scuff - Large 150mm+	910	1179	1221	1408	841	1030
		Dent - Small 25-75mm	392 x	456	554	553	343	362
		Dent - Medium 75-150mm	746	919	1023	1089	684	787
		Dent - Large 150mm+	1025	1294	1337	1524	957	1146
Rear	Rear Badge	Broken/Damaged/Missing	36	29	29	59	29	24
	Boot lock	Broken/Damaged/Missing	275	238	120	77	233	243
	Tailgate/Boot Lid	Scratch/Scuff <75mm Paint Damage	299	438				
		Scratch/Scuff - Medium 75-150mm	433	601				
		Scratch/Scuff - Large 150mm+	497	657				
		Dent - Small 25-75mm	338	476				
		Dent - Medium 75-150mm	510	678				
		Dent - Large 150mm+	613	772				
	Rear Bumper	Scratch/Scuff <75mm Paint Damage	295	216	189	200	204	204
		Scratch/Scuff - Medium 75-150mm	419	296	190	285	281	281
		Scratch/Scuff - Large 150mm+	419	296	190	323	281	281
		Dent - Small 25-75mm	333	255	228	238	243	243
		Dent - Medium 75-150mm	496	373	267	362	358	358
		Dent - Large 150mm+	535	412	305	438	396	396
	Rear Fog Lamp (Right/Left)	Broken/Damaged/Missing	52			65		48
	Rear Light (Right/Left)	Broken/Damaged/Missing	118	138	111	130	132	148
	Rear plate light	Broken/Damaged/Missing	34	24	27	39	32	24
	Tow Eye Cover	Broken/Damaged/Missing	64	145			14	
	Wiper Arm	Broken/Damaged/Missing	36					
	Wiper Blades	Broken/Damaged/Missing	30	28	44	21	32	28
	Rear Screen	Glass chip 5-10mm	35	35	35	35	35	35
	Number Plate	Broken/Damaged/Missing	25	25	25	25	25	25

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	Rear Loading Door	Scratch/Scuff <75mm Paint Damage	276	284	345	244	267	288
		Scratch/Scuff - Medium 75-150mm	396	404	481	350	384	411
		Scratch/Scuff - Large 150mm+	453	463	519	399	436	473
		Dent - Small 25-75mm	314	322	383	282	306	326
		Dent - Medium 75-150mm	473	481	558	427	461	488
		Dent - Large 150mm+	569	579	634	514	552	588
	Step	Broken/Damaged/Missing	350	350	350	350	350	350
	Tail-lift	Broken/Damaged/Missing	450	450	450	450	450	450
Roof	Aerial	Broken/Damaged/Missing	23	23	78	52	29	25
	Roof	Scratch/Scuff <75mm Paint Damage	534	668	464	350	517	766
		Scratch/Scuff - Medium 75-150mm	781	980	647	506	756	1128
		Scratch/Scuff - Large 150mm+	925	1166	693	587	893	1351
		Dent - Small 25-75mm	573	707	503	389	555	805
		Dent - Medium 75-150mm	858	1057	724	583	833	1205
		Dent - Large 150mm+	1041	1281	809	703	1009	1467
Interior	Bulkhead	Broken/Damaged/Missing	402	402	402	402	402	402
	Centre Console	Broken/Damaged/Missing	115	80	85	138	67	78
		Burn/Holed/Cut	65	65	65	65	65	65
	Door Panel	Burn/Holed/Cut	65	65	65	65	65	65
		Missing	183	234	184	201	140	223
	Front Left Seat Back Cover	Broken/Damaged/Missing	299	190	129	191	171	124
		Burn/Holed/Cut	65	65	65	65	65	65
	Front Left Seat Base Cover	Broken/Damaged/Missing	233	120	131	222	120	92
		Burn/Holed/Cut	65	65	65	65	65	65
	Front Right Seat Back Cover	Broken/Damaged/Missing	300	116	141	473	179	103
		Burn/Holed/Cut	65	65	65	65	65	65
	Front Right Seat Base Cover	Broken/Damaged/Missing	330	136	127	329	112	102
		Burn/Holed/Cut	65	65	65	65	65	65
	Gear Lever Gaiter	Broken/Damaged/Missing	117	46	58	50	178	49
		Burn/Holed/Cut	117	46	58	50	178	49
	Glove Compartment	Broken/Damaged/Missing	169	89	142	124	163	80
	Head Restraint	Broken/Damaged/Missing	151	151	151	151	151	151
	Interior Carpet	Burn/Holed/Cut	65	65	65	65	65	65
		Missing	729	717	612	911	576	824
	Interior Lighting	Broken/Damaged/Missing	33	57	66	98	35	63
	Key	Broken/Damaged/Missing	192	267	350	112	236	236
	Luggage Cover	Broken/Damaged/Missing	275					
	Rear View Mirror	Broken/Damaged/Missing	53	464	79	94	551	551
	Rear Armrest	Broken/Damaged/Missing	179	179	179	179	179	179

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	Rear Left Seat Back Cover	Broken/Damaged/Missing	120	120	234	179	162	162
		Burn/Holed/Cut	65	65	65	65	65	65
	Rear Left Seat Base Cover	Broken/Damaged/Missing	207	532	532	698	242	242
		Burn/Holed/Cut	65	65	65	65	65	65
	Rear Right Seat Back Cover	Broken/Damaged/Missing	70	290	290	179	104	104
		Burn/Holed/Cut	65	65	65	65	65	65
	Rear Right Seat Base Cover	Broken/Damaged/Missing	134	440	440	285	169	169
		Burn/Holed/Cut	65	65	65	65	65	65
	Roof lining	Broken/Damaged/Missing	65	65	65	65	65	65
		Burn/Holed/Cut	65	65	65	65	65	65
	Speaker	Broken/Damaged/Missing	43	43	43	43	43	43
	Sunvisor	Broken/Damaged/Missing	68	68	68	68	68	68
		Burn/Holed/Cut	68	68	68	68	68	68
	Window Handle	Broken/Damaged/Missing	18	21	20	48		
Accessories	Locking Wheel Bolt Key	Broken/Damaged/Missing	160	160	160	160	160	160
	Ply Lining	Broken/Damaged/Missing	155	155	155	155	155	155
	Tool Kit	Missing		35	50	67		
	Hub Covers	Missing	17	19	30	22	11	17
		Scratch/Scuff <75mm Paint Damage	30	30	30	30	30	30
	Decals	Broken/Damaged	63	63	63	63	63	63
		Missing	221	221	221	221	221	221



**Tyre Charges Schedule
2 December 2019**

Tyre Charges Schedule

RIM SIZE	TYRE TYPE	Tyre Width										
		Up to 165	175	185	195	205	215	225	235	245	255	265 & Over
14	Cars	66	61	66								
	Vans		75									
15	Cars	67	67	71	75	75	85					
	4x4				75							
	Vans						113					
16	Cars	68			88	86	115	116				
	4x4					116	89	96			120	
	Vans				96	113	120	119	127			
17	Cars	64				114	113	116	123	88	170	
	4x4						115	116	115			137
	Vans						156					
18	Cars	73					136	136	138	148	171	212
	4x4						124	114	131			
19	Cars	143						163	161	187	168	211
	4x4							152	145	165	142	168
20	Cars								180	192	192	213
	4x4									198	195	199
21	Cars									210	210	219
	4x4										211	212

Standard Puncture Repair - £7

Mobile Puncture Repair -£12

Supplementary Charges

Immediate Response Request - £90

Where customer has requested an emergency tyre replacement



Privacy Policy
1 July 2019

Table of contents

1. Who processes your personal data?
2. For what purposes do we collect your personal data?
3. Who are the recipients of the personal information we collect about you?
4. For what period will we retain your personal data?
5. What rights can you exercise with respect to the processing of your personal data?
6. Who to contact when you have a query regarding the processing of your personal data?
7. How do we protect your personal data?
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?
9. Changes to this Privacy Policy

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) through our website, our rental stations, or through any other contact you may have with us.

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

We collect and use personal data for some or all of the following purposes:

- a. Your registration as a Europcar customer including creating 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 verify your identity and to carry out credit and fraud prevention checks prior to releasing a vehicle to you at the start of your rental. We may obtain information about you from credit reference agencies and fraud prevention agencies to assess creditworthiness and prevent fraud and other criminal activity. This information may include a search that will appear on your credit report and be visible to other credit providers. Please see section 3 for further details of the agencies and databases we access or contribute to and how this information may be used. Further information is available on request;
- v. to manage your rental (including delivery and return of the vehicle);
- vi. to manage your invoices;
- vii. to manage any payment of arrears;
- viii. to manage any disputes;
- ix. to manage any claims or recover any losses relating to your vehicle rental including the recovery of or damage to our vehicles.

This processing is necessary for the performance of any rental agreement that is concluded between you and us and also to support our legitimate interests.

- 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.

This processing is necessary for the performance of any rental agreement and to support our

legitimate interests.

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

- i. monitoring the location, state, performance and functionalities of our vehicles;
- ii. anticipating and identifying potential contractual or road traffic infringements;
- iii. supporting our fight against criminal activities including theft and insurance 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 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 and running of promotional contests, sweepstakes or other competitions;
- 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. This processing is 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 continuing legitimate interest. You can withdraw your consent to such processing at any time – please see section 5(b)(v) of this Policy.

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 (including sharing information with loyalty program providers where you inform us you are a member). 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 and penalties, in particular:

- i. to transfer information to the police or other enforcement agencies or issuing authorities to enable them to identify the driver (or potential driver) of our vehicle 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 Notices, alleged or actual breaches of contract and associated fines.

This processing is either 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 risks to our business and/or staff, based on:

- i. payment or other incidents which have given rise to legal proceedings;
- ii. accidents involving our vehicles or repeated damage caused by a customer;
- iii. damage caused deliberately or negligently by a customer;
- iv. use of our vehicles for any criminal or alleged criminal activity or otherwise in breach of the general terms and conditions that apply to the rental of our vehicles.
- v. Inappropriate or abusive conduct by a customer.

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

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. You can find it 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, where necessary and 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 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 alleged, or actual, road traffic or driving offences and/or associated fines; and private parking companies dealing with alleged or actual breaches of contract;
- iv. for the management and update of a register of customers presenting certain risks to the vehicle rental business generally or to its staff. This register is managed by our trade association 'British Vehicle Rental and Licensing Association (BVRLA)'. More details can be found at www.bvrla.co.uk
- v. to fraud prevention agencies who will use it to verify your identity and to prevent fraud and money-laundering. If we suspect or detect fraud or other criminal activity then we will share the information with the SIRA National Fraud database and it will be visible to other service providers (including insurers) that are members of the SIRA database. You may be refused certain services as a result. The SIRA database is operated by Synectics Solutions Limited;
- vi. 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. For a list of third parties with whom your personal data may be shared, please visit <https://www.europcar.co.uk/third-parties>.

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 recipients may be located in countries which have, or have not, been recognized by the UK or the European Commission as ensuring an adequate level of data protection. In the event your destination country is not recognized by the UK or 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 the Data Protection Act 1998 and associated EU regulations.

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 customer, the creation of your account, the verification of your identity and the provision of your Europcar Driver ID	For the duration of the commercial relationship and up to 5 years following the last activity
Your booking and your vehicle 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. When the payment card is expired related information will, in any event, be deleted.
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	<p>For the time necessary to identify the driver (or the potential driver) liable for the alleged or actual offence leading to the fine.</p> <p>Relevant information can be retained for a period of up to 12 months after receipt of the fine subject to our intermediate archiving policy.</p>
The management and update of an internal register (‘Watchlist’) of customers presenting certain business risks, namely:	
i. payment incidents which have given rise to legal proceedings	until the debt is cleared
ii. theft of a vehicle by you or any criminal or alleged criminal activity involving the vehicle whilst in your control	permanently
iii. vehicle accidents or repeated damage caused by you	5 years from the occurrence of the event that resulted in the customer details being included on the Watchlist
iv. damage caused deliberately or negligently by you	5 years from the occurrence of the event that resulted in the customer details being included on the Watchlist
v. abusive behavior or inappropriate conduct towards our employees or agents	5 years or permanently depending on the specific circumstances.

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

- a. 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.
- b. Under current UK and EU data protection legislation, you can also benefit from the following rights:
 - i. 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 ;
 - ii. 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;
 - iii. 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.

If you consider that the processing of your personal data infringes your rights and you wish to lodge a complaint you can do so with the body regulating data protection in your country³ . In the UK this is the Information Commissioner at <https://ico.org.uk/>.

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. 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.

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.): Europcar Group UK Limited: 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 version of the privacy policy was published on Monday 1 July 2019. If we make any changes to this privacy policy we will identify such changes on our website.