TERMS AND CONDITIONS OF HIRE

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We are Europcar Group UK Limited, a private limited company registered in England and Wales under company number 01089053. Our registered office is at 1 Great Central Square, Leicester LE1 4JS, United Kingdom.

We are referred to as "Europcar", "we", "us" and "our" in these Terms and Conditions of Hire (the '**T&Cs**'), in accordance with which 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 cushions, 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 UK Terms and Conditions of Hire on www.europcar.co.uk;
ii. the booking confirmation email (where you have pre booked your rental online or through our reservation centres);
iii. 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;
iv. the Tariff Guide to additional costs;
v. the Light Damage Charges Schedule;
vi. the Privacy Policy;

together the '**Contract**'.

In case of any conflict between any of the documents listed above comprising the Contract or any terms and conditions or policies on www.europcar.co.uk then these T&Cs will take priority.

You will also comply with all applicable laws, statutes and regulations from time to time in force.

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, or part of a provision, 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, or part of that provision, 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 (e.g. 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*

Please note that all payment cards must be provided in physical hard copy format. Digital or electronic versions, such as Apple Pay or Samsung Pay, **may** be accepted at a small number of Europcar stations. However, please ensure you always bring a physical copy of your payment card to act as a back-up.

***Not accepted for rentals of Selection group vehicles, where credit card is the only accepted method of payment.**

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	Where requested
Passport	Where requested
Driving Licence	Mandatory

2.2. Verifying and approving you for rental:

2.2.1. **If you live in the UK:** before we can let you hire a Vehicle from us, we will carry out an identity check and undertake checks for the purpose of preventing fraud and money laundering. This may include checking your photographic ID using a scanner, 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 a hire Vehicle.

If you pass this fraud prevention check **and** your identity and home address is successfully verified then we can let you have a hire Vehicle. However; if you fail the fraud prevention 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. **Wherever you live (whether UK or non-UK)**, you may be required to provide your **inbound** flight details (by way of a flight confirmation or boarding pass) to rent a vehicle at **our airport locations** so please have these ready to show our staff.

2.2.3. **Wherever you live (whether UK or non-UK)**, before we can hire a Vehicle to you we may have to carry out an eligibility check and, in some circumstances, this may be converted into a full credit check as set out below:

2.2.3.1 **Eligibility Check (known as a 'soft credit check')**

Before you rent, Europcar will run an eligibility search. This is known as a soft credit check and will not impact your credit score. The personal information you provide to us will be used to consider your eligibility and to administer the Hire Agreement before, during and after its termination. We will use a credit scoring or other automated decision-making system when assessing whether to rent a vehicle to you. To assist us with our assessment of your application, we will search your record with credit reference agencies ('CRAs'). The identities of the CRAs and the ways in which they use and share personal information is explained in more detail at http://www.experian.co.uk/crain/index.html.

2.2.3.2. **Full credit check**

In the event that you fail to pay the debt in full, or reach an agreement of how to pay, within 28 days of the debt becoming due the Europcar eligibility check may be converted into a full credit check. The CRAs will add details of our search and of your application to your record and your data will also be linked to the data of your spouse, any joint applicants or other financial associates. This information will be seen by other organisations that make searches (i.e., it will leave a footprint on your credit profile). We will continue to exchange information about you with CRAs on an ongoing basis. This exchange will include details of the Hire Agreement, the payments you make under it, your settled accounts and any debts not fully repaid on time; any default or failure to keep to its terms and any change of address you fail to tell us about where a payment is overdue. This may have an impact on your credit profile. It is important that you give us accurate information. CRAs will share your information with other organisations and it will be used by us and those other organisations to:

- help make decisions about credit and credit related services such as insurance for you and other persons with whom you are financially connected; and/or
- trace debtors, recover debt and prevent money laundering and fraud, to manage your accounts. For these purposes we or those other organisations may make further searches.

The CRAs and fraud prevention agencies will also use the records for statistical analysis about credit and about insurance and fraud. The identities of the CRAs and the ways in which they use and share personal information is explained in more detail at http://www.experian.co.uk/crain/index.html.

If you want to have details of the CRAs from whom we obtain and to whom we pass information about you, please contact Experian, details can be found at http://www.experian.co.uk/crain/index.html. You have a legal right to these details.

2.2.4 **Wherever you live (whether UK or non-UK)**, before we can hire a Vehicle to you we may have to verify that you are not recorded on a Sanction List, being any list of designated individuals as issued and amended from time to time by: (a) the U.S. government, including OFAC's list of Specially Designated Nationals and Blocked Persons and lists maintained by the U.S. Department of State; (b)the United Nations Security Council; (c) the European Union and any Member State (including the EU's consolidated list of persons subject to EUfinancial sanctions); and (d) the United Kingdom (including the consolidated list of financial sanctions targets issued by the UK's Office of Financial Sanctions Implementation). For further information regarding how we process your personal data, please see section 21 below.

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 authorised 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 licence 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 licence

2.3.4. are aged 22 or over

2.3.3.1. **UK driving licence holders (except Northern Ireland):** 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

https://www.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 they will be asked to submit their 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.

For holders of a **Northern Ireland driving licence**, both the photocard and counterpart licence must be produced. In addition, the Driver 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 https://www.europcar.co.uk/terms-and-conditions/specific-terms-per-country.

Validation of the driving record (as set out above in section 2.3.3.1) does **not** apply to holders of a Northern Ireland driving licence.

2.3.3.2. **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.

2.3.3.2.1. 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.

2.3.3.2.2. 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).

Please note that all driving licences must be provided in full valid hard copy format, i.e. paper or card. Digital versions are not acceptable.

2.3.4. A "**Young Driver Surcharge**", as set out in the Tariff Guide, will apply to all Drivers aged between 22 and 25. The age policy may vary at certain UK locations and some Vehicles and/or products will not be available at all to Drivers aged 25 and under. These restrictions will be indicated during the booking process. If you are aged 25 and under, you should contact the UK location 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.

2.3.5 **Age limits - Jersey, Guernsey and Orkney**

For all rentals from any of the above stations, a maximum age limit for all Drivers applies as
follows: Orkney - 75
Jersey and Guernsey - 79
This is based on the Driver's age on the day of check-out of the Vehicle.

You are (i) responsible for bringing the terms of this Rental Agreement to the attention of any additional drivers; and (ii) liable for any costs, charges and damage that arises not only as a result of your own actions, but also those of any additional drivers and anyone you knowingly, negligently or recklessly allow to drive the Vehicle.

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

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 unauthorised driver will not be covered by any of the insurance or protection products we offer.

2.4.4. If you allow an unauthorised 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 paying the sums set out in section 12 below.

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 (form 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 and a Green Card (if this is required by your destination country and/or any countries you journey in or through) is provided as part of both our Europdrive and Cross-Border Packs.

The **Europdrive Pack** applies and is required if you are crossing the Channel into Europe or visiting Jersey, Guernsey or the Isle of Man from either Mainland UK or Northern Ireland. There is a charge for both the Europdrive and Cross-Border Packs. Details are set out in the Tariff Guide and/or the Rental Agreement.

The **Cross-Border Pack** applies and is required if you are visiting the Republic of Ireland from Northern Ireland or Mainland UK.

The **Island Explorer Pack** applies and is required if you take the Vehicle from Mainland UK to, and use it on, the following islands: Isle of Wight, Skye, Arran, Orkney, Shetland and any additional UK islands listed from time to time in these T&Cs, the Tariff Guide and/or any product information, but *excludes* Jersey, Guernsey and the Isle of Man ("UK Islands"). These T&Cs (including the insurance protection as set out in your Rental Agreement) continue to apply to use of the Vehicle on the UK Islands in the same way as in Mainland UK. There is a charge for the Island Explorer Pack. Further details can be found in the Tariff Guide and/or on your Rental Agreement.

3.2. **Travel to the Republic of Ireland from Northern Ireland or Mainland UK**

All Vehicles retained on our fleet are fitted with electronic devices which tell us if a Vehicle has crossed the border from Northern Ireland into the Republic of Ireland.

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. We reserve the right to charge you for the cost of the Cross-Border Pack, as well as an Unauthorised Crossing Charge (see Tariff Guide for details), when you return the Vehicle to us at the end of the Hire Period.

3.3 **Travel to Europe from from Northern Ireland or Mainland UK**

All Vehicles retained on our fleet are fitted with electronic devices which tell us if a Vehicle has crossed the border into Europe from Northern Ireland or Mainland UK. 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. We reserve the right to charge you for the cost of the Europdrive Pack, as well as an Unauthorised Crossing Charge (see Tariff Guide for details), when you return the Vehicle to us at the end of the Hire Period.

3.4. **Travel from Mainland UK to UK Islands**

All Vehicles retained on our fleet are fitted with electronic devices which tell us if a Vehicle has crossed from Mainland UK to the UK Islands. If, during your Hire Period, the device confirms that you have driven the Vehicle to the UK Islands 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. We reserve the right to charge you for the cost of the Island Explorer Pack as well as an Unauthorised Crossing Charge (see Tariff Guide for details), when you return the Vehicle to us at the end of the Hire Period.

We also reserve the right to charge you any additional costs to cover any related costs (e.g. roadside recovery, repatriation, administration).

3.5 If you do take a Vehicle into the Republic of Ireland or Europe, 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. If we give that consent and the modification of the Vehicle is carried out, you will be responsible for any loss of, and/or damage to the Vehicle caused by the modification.

Please be aware that you must comply with all road traffic regulations in the country where you drive the Vehicle. You must also 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 or minimum 80% charge for Electric Vehicles, unless you have purchased our Full Tank Option or 80% Charge Option (see sections 9.3.2.1 and 18.2.1 and 18.3.2).

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 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, third parties or to any third party Property. 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 of your failure to comply with this obligation, which shall include any claims from third parties for loss, damage or injury.

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. Keep the keys in your possession at all times. Do not leave them at a property with the Vehicle or give them to anyone who is not an authorised Driver of the Vehicle or anyone who we have not approved.

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 racks, tow bars or electronic devices or cables nor carry any items on the exterior of the vehicle, 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 use e-cigarettes in the Vehicle nor allow anybody else to do so. If we reasonably think that smoking or using e-cigarettes has happened in the Vehicle, you must pay our valet charge or, depending on the overall condition of

the Vehicle when it is permanently returned to us, our special cleaning charge. Valet and special cleaning charges are more fully described in section 9.3.2 below (*What are the other fees / charges that I may have to pay?*).

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. If the Vehicle is electric, it must only be charged using the cables supplied by us and in strict compliance with the Vehicle manufacturer's instructions. If the charging cables are lost or damaged this will be treated as serious damage in accordance with clause 12.11 below.

5.10. Make routine inspections in respect of the Vehicle condition: for example, oil, water and coolant levels, front and rear windscreen washer fluid, AdBlue (if applicable), and tyre pressures and tread depth 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 or to take a driving test;

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 kilos);

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 and mountains;

5.11.10. to cross fords or other areas of water;

5.11.11. 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 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 (or if you have purchased Late Check-in, this will be two hours) then we will charge you:

5.12.1. the daily charge for each day (or part day) that you keep the Vehicle beyond the expiry time and date specified in the Rental Agreement, plus an unauthorised Extension Charge (which is set out in the Tariff Guide); and

5.12.2. for damage caused to the Vehicle (if any), as set out in section 12 below, up to the value of the damage excess amount that you agreed at the start of the Hire Period, provided always that you have not done something or failed to do something which compromises or invalidates the insurance and protection provisions (see section 26 below);

5.12.3. for any missing fuel or charge (if applicable) in accordance with sections 18.2.3 and 18.3.2 below; and

5.12.4 the AdBlue Charge (if applicable) which is set out in the Tariff Guide.

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 fulfill all or any of the obligations set out in this section 5, it may cause the insurance and protection provisions (set out in section 26 below) to be compromised and/or invalidated. 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, which shall include any claims from third parties for loss, damage or injury. In addition, we reserve the right to demand the 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 9.2.1 or 9.2.2 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 each one (as detailed in the Tariff Guide and/or Rental Agreement) will be charged in addition to the rental charge:

Additional services and products
Child Seat and Booster Cushions
Additional Driver
One-way Hire
Additional rental days
Other Protection Packages
Out of Hours Collection
Satellite Navigation Units (where available)
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 mean that the price changes. The price of your rental will be the price 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) in which case 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 price of both third party liability insurance and our Basic Protection package which includes collision damage (CDW) and theft (TW) waiver cover, unless you have chosen to provide your own fleet insurance or have purchased a product that excludes collision damage waiver and/or theft waiver covers (see section 9.2.2 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 and fees if the Vehicle is damaged or stolen during the Hire Period, whether or not you were at fault (unless section 12.2.3 applies).

8.2.2. Neither of our waiver covers (CDW / TW) nor any of our excess reduction products protect you for:

8.2.2.1. loss of, or damage to, the Vehicle and/or accessories caused by Driver abuse, negligence or breach of the Contract. However, third party liability cover will still be in force to cover any damage to a third party. In these circumstances, you will be responsible for paying the sums set out in section 12 below in full and your liability will not be capped at the Excess amount; or

8.2.2.2. the costs incurred by us if the Vehicle is returned to us at the end of the Hire Period in a condition:

8.2.2.2.1. that requires more than our standard ready for rent clean before it can be supplied to another customer; or

8.2.2.2.2. where it has been used (or we reasonably believe it has been used) to carry hazardous or raw waste during the Hire Period and you have not properly cleaned it prior to its return or it still contains such hazardous or raw waste; or

8.2.2.2.3. where it contains material amounts of refuse that requires disposal;

8.2.2.3. 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 for the Vehicle for the duration of the Hire Period;

8.4. any other services you have chosen to add at your further cost (see section 7 above);

8.5. Location Charge, where relevant (see section 9.4 for further details);

8.6. Value Added Tax; and

8.7. any additional fees or charges that are linked to you personally (for example: if you are a young Driver).

For the avoidance of doubt, the price you pay does not include the cost to us of filling the fuel tank (refuelling) or re-charging an Electric Vehicle should you be in breach of your obligation (if applicable) to return the Vehicle to us with a full fuel tank or minimum 80% charge (see sections 9.3.2.1 and 18.2.2 and 18.3.2).

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

9.1. The Deposit

9.1.1. Information on the deposit you are required to pay can be found in your booking confirmation email and also on our websites www.europcar.co.uk or www.europcar.com.

9.1.2. In addition to 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 on 0371 384 0235 (calls are charged at local rate plus any mobile phone company charges) 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 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 the Vehicle, its keys 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. Stand Liable and Third Party Excess Cover

Stand Liable

If you have purchased a rental product that excludes collision damage waiver or because your credit card provides you with insurance cover then only third party liability insurance will be included in the daily rental charge. You can opt to 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 then:

(1) you must complete our separate Stand Liable Declaration Form; and

(2) you will be responsible for the sums set out in section 12 below without the application of any Excess amount.

Third Party Excess Cover

For the purposes of this clause, third party excess cover is any excess waiver or insurance product, not purchased from us, which covers your liability up to the value of the Excess amount (if you have purchased our collision damage and/or theft waiver products) **OR** the full value of the vehicle (if you have not purchased collision damage and/or theft waiver products). The benefit of third party excess cover is not transferred to your Contract with us. Accordingly, in the event that you are liable for a sum up to the value of the Excess or the full value of the vehicle, we will recover any sums directly from You and You will then need to make a separate claim to the provider of your third party excess cover. We do not deal with any third party provider directly.

Personal Car Insurance Policies

We do not accept the transfer of personal car insurance policies.

9.3. Charges and Fees

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 as a result of how you, or any additional/other driver you are responsible for, used the Vehicle. These charges and fees (inclusive of VAT (or Insurance Premium Tax where applicable)) are listed in the Tariff Guide and/or the Rental Agreement. Such charges and fees include, but are not limited to, the following:

9.3.1. Relating to Fines and Penalties

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

9.3.1.1.1 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

9.3.1.1.2. 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.

9.3.1.2. You are responsible for and will pay all charges arising from:

9.3.1.2.1. entering any congestion zones, also known as clean air zones or ultra low emission zones, including any failure to pay such charges;

9.3.1.2.2. parking charges, including any failure to pay them;

9.3.1.2.3. a breach of any parking restrictions or a road traffic offences 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 (including any failure to pay them) levied by an issuing body.

Unless the Vehicle has been reported stolen, or is being driven by a Referred Driver, you are, and will remain, primarily liable for all charges set out above, regardless of who was driving the Vehicle. We may therefore notify any relevant organisations of your personal details to effect a transfer of liability.

If we are required to deal with such correspondence, make payments or otherwise liaise with any such issuing bodies we will charge your credit/debit card with our Third Party Administration Charge as set out in the Tariff Guide. You have the right to challenge that Third Party Administration Charge **within 7 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 body:

(i) has rescinded the fine or penalty; and

(ii) confirms that the original charge did not apply in any event.

9.3.1.3. 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. Our reasons for doing so include, but are not limited to, mitigating the cost and because we do not have the correct paperwork to transfer liability. **We retain absolute discretion as to whether to pay such charges. If we elect to do so, 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 the charge then we will take the following actions:

9.3.1.3.1. 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

9.3.1.3.2. 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 7 days of the date of our notice to you**; and

9.3.1.3.3. we will provide you with a letter of authorisation allowing you to deal directly with the issuing authority in relation to the penalty.

9.3.1.4. If *you do not contact us or you admit the validity of the penalty* then we will take the money from your credit/debit card on the 8th day following the date of our notice.

9.3.1.5. If *you believe the penalty was not validly issued*, you are responsible for contacting the issuing body to appeal, using the letter of authorisation we have provided to you. 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 refund you any sums paid by you in relation to the fine or penalty. You should note that the decision of the issuing body is final and outside of our control.

9.3.2. Other Charges and Fees

9.3.2.1. Any additional fees and charges that are linked to other events which take place during your Hire Period. All such fees and charges are set out in the Tariff Guide and/or the Rental Agreement and includes, but are not limited to, the following examples:
charges for damage suffered by the Vehicle see section 12 below;
a 'one way hire' charge if you wish to return the Vehicle to a different Europcar station;
a 'reservation amendment' charge each time you modify any details of your booking once the Hire Period has started;
valet charge a reasonable valet charge will apply where the level of cleaning required to return the Vehicle to a rentable condition will take longer for our staff to complete than our standard 'ready-for-rent' clean (e.g. where you or a passenger has smoked or used e-cigarettes in the Vehicle during the Hire Period);
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 we have no alternative but to incur the cost of expert third party cleaners to return it to a rentable standard.Please refer to the Serious Damage Related Costs section of the Tariff Guide *(Damage to the Vehicle OTHER THAN (i)* Damage to Tyres, Windscreen and Loss of or Damage to Essential Items *or (ii) where the Vehicle is determined by us to be a Total Loss)* 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) the cost of replacing the keys plus the Tyres, Windscreen and Essential Items Damage Administration Charge;
'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 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;

'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 Mainland UK or Northern Ireland into Europe or between Mainland UK or Northern Ireland and 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), a Green Card if it is required by your destination country and/or any countries you journey in or through, plus other important information relating to recovery following a breakdown or incident.

You agree that you are responsible for the payment of all charges and fees detailed in this clause 9.3. If you fail to make a payment to us when it is due, and you still do not make payment within 2 days of us reminding you that payment is due, then we may cancel the Contract and demand the immediate return of the Vehicle in accordance with section 25.3.1.

9.4. Location Charge

9.4.1. All rentals commencing from a selected major transport hub, where the cost to us of providing the services to you is higher than across the rest of our network, will be subject to a Location Charge per rental. This will be up to a maximum of 20% of the rental costs and is automatically included in the total rental price displayed and the sums invoiced. For information, you will see "Location Charge" listed in your booking confirmation email, Rental Agreement and invoice showing you the percentage charge.

9.4.2. Selected major transport hubs include, but are not limited to, airports, major ferry terminals and railway stations, as well as some city locations. Locations where the Location Charge applies may vary from time to time.

9.5. Licences and Fees

We add a mandatory charge for each day of your Hire Period in order to recover the costs of licensing our vehicles. This includes new vehicle registration fee and vehicle excise duty, also known as road fund tax.

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 an pre-existing damage; and

10.1.2. check that the Vehicle's fuel tank is full or that the charge level of an Electric Vehicle is 80% or more;

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.

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 brake 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 station staff or, if you have already set off on your journey, contact your nearest Europcar station.

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 station on the date and at the time shown on the Rental Agreement and, subject to any fair wear and tear, in the same condition as it was at check out (see section 5.1 above).

11.1.1.1. You may return the Vehicle to another of our stations if you pay the 'one-way hire' charge set out in the Tariff Guide. Please consult with the Europcar station of pick up to arrange this.

11.1.1.2. 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 stations do not operate for the entire weekend and/or on statutory Bank Holidays. Where this is the case, such times will not be counted as working hours. Details of station working hours are available at www.europcar.co.uk.

11.1.1.3. If, when you return the Vehicle to us (or when we come to collect it from you), we discover that it is empty but, in our reasonable opinion, has been used to carry raw or hazardous waste or it still contains such raw or hazardous waste then we will not accept its return. Instead:

11.1.1.3.1. the Vehicle will remain on rent to you; and

11.1.1.3.2. you will be required to dispose of all such raw or hazardous waste materials and to clean the Vehicle to a reasonable standard of cleanliness and in any event, to ensure it poses

no danger to Europcar staff or any future customers.

Once the Vehicle has been cleaned and returned to us, we (meaning you and us) will make a full inspection of the Vehicle.

11.1.1.3.3. If, in our reasonable opinion, the Vehicle is in an acceptable condition then we will accept its return and the rental charges will cease;

11.1.1.3.4. If, however, we believe the Vehicle requires a further valet or specialist cleaning attention then you will be charged our reasonable costs in accordance with the charges set out in the Serious Damage Related Costs section in the Tariff Guide *(see: Damage to the Vehicle OTHER THAN (i) Tyre or Windscreen Replacement or Repair or Loss of or Damage to Essential Items or (ii) where the Vehicle is determined by us to be a Total Loss).*

11.1.1.4 If, when you return the Vehicle to us (or when we come to collect it from you), we discover that there is waste left in the Vehicle which will need to be cleared to return the Vehicle to a rentable condition, you will pay us the sum(s) which we become liable to pay for disposing of such waste, together with any cleaning costs that we reasonably incur (in accordance with section 11.1.1.3.4), a **Loss of Use Charge** (as defined in section 12.11.2.1) and a Light Damage Administration Charge.

11.1.2. You are responsible for any fuel or electrical charge you use during the Hire Period (including any fuel/charge used for any delivery and/or collection) and for returning the Vehicle to us with a full tank of fuel or minimum 80% charge for Electric Vehicles. This is unless you purchased our Full Tank Option or 80% Charge 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. For Electric Vehicles, if you have not purchased the 80% Charge Option and you don't return the Vehicle with an 80% minimum charge then we will charge you for the energy required to re-charge the Vehicle's battery to 80%.

Further details of our Fuel/Energy Charges are 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). We have no liability for any personal belongings left in or on the Vehicle when you return it to us and any belongings 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 station 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, and if we do not hear from you for a period of 24 hours (from the expiry time and date of the Hire Period) concerning the delay in its return, we will regard the Vehicle as having been stolen and will report this to the police. We will take all lawful means to recover the Vehicle (which may include repossessing it or applying for a Court Order requiring you to return it and/or pay us an amount equal to the Vehicle's market value). If we have to take such steps then:

11.1.5.1. you give us permission (and cannot withdraw it) to access your premises for the purposes of repossessing the Vehicle, so long as we do not use unreasonable force or cause damage; and

11.1.5.2. you must pay the charges and fees set out in the Tariff Guide, plus our reasonable legal and 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 notify us in accordance with the provisions of section 10.3). The procedure detailed in section 12.3 and 12.6 will then apply. If an agent is unavailable and/or you are unable or unwilling to wait, the process set out in clause 11.3 below will apply.

11.2.3 If the Vehicle is returned in such a condition that it cannot be inspected for damage until it has been cleaned, we will arrange for cleaning to take place (charging you for any cleaning costs in accordance with section 11.1.1.3.4) and then inspect the Vehicle, as if it was an unattended check-in, and follow the procedure in sections 11.3, 12.5 and 12.6.

11.3. Unattended check-in of the Vehicle outside of opening hours

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. Please note there may be a charge for this as set out in the Tariff Guide.

11.3.1 If you use our "out of hours" returns service or if check-in is during opening hours but an agent is unavailable and/or you are unable or unwilling to wait (as set out in section 11.2.2), we will inspect the Vehicle as soon as reasonably practicable. You accept that you are responsible for all charges, fees and damage to or loss of the Vehicle which may arise between you leaving the Vehicle and our inspection of it, as described above.

11.3.2. 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 section 12.5 and 12.6 will then apply. In the event that damage is not discovered immediately because the Vehicle is dirty and inspection cannot take place until the Vehicle has been cleaned, the procedure in sections 12.5 and 12.6 will be followed once the vehicle has been cleaned. We reserve the right to charge for any cleaning costs in accordance with section 11.1.1.3.4.

11.3.3. 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 the Vehicle, its keys, accessories and documentation to us in the same condition as they were at check out, subject to any fair wear and tear. **Under no circumstances should you attempt to repair the Vehicle yourself or arrange repairs with any third party.**

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 12.15 inclusive (as appropriate to the damage), 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 12.15 inclusive 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 12.15 inclusive 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) is identified upon the return of the Vehicle when the inspection is made in your presence and in the presence of our agent or its representative and if you acknowledge the damage by signing the statement of return of the Vehicle, we will **EITHER**:

12.3.1 provide you with an invoice immediately detailing the applicable charges and, to the extent that the charges can be determined at the check-in, will charge the debit or credit card you supplied to us at the time of pick-up, with **EITHER**:

12.3.1.1 the charges detailed in sections 12.8 to 12.15 (as appropriate to the damage) inclusive; or

12.3.1.2 the Excess amount shown on your Rental Agreement

whichever is the lower amount.

OR

12.3.2 refer the matter to our head office team who will assess the Light Damage identified and will determine the appropriate charge. This will be done in one of two ways: a) by reference to the Light Damage Charges Schedule; or b) by carrying out a desktop assessment using industry standard software to estimate damage costs. We will then send you an invoice for:

12.3.2.1. the charges detailed in sections 12.8 to 12.15 inclusive (as appropriate to the damage); or

12.3.2.2. the Excess amount shown on your Rental Agreement, plus the relevant administration charge as set out in sections 12.8-12.15 inclusive

whichever is the lower amount.

12.4. If:

12.4.1 you contest either the damage and/or the invoice; or

12.4.2 if you refuse to sign the statement of return for the Vehicle; or

12.4.3 if the Vehicle qualifies as an unattended check-in, according to the requirements of section 11.3 above; or

12.4.4 for whatever reason, the charge cannot be determined at the time of check-in (for example,

where there is no price for the specific damage in the Light Damage Charges Schedule),

then we will send you the documents outlined in section 12.5 below 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 sections 12.4 and 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 charge the debit or credit card you supplied to us at the time of pick-up with either:

12.6.1. the charges detailed in sections 12.8 to 12.15 inclusive; or

12.6.2. the Excess amount shown on your Rental Agreement, plus the relevant administration charge as set out in sections 12.8-12.15 inclusive

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) 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 shown on your Rental Agreement (and as further described in Europcar Insurance & Protections Provisions under section 26 of these T&Cs),. plus the relevant administration charge as set out in sections 12.8-12.15 inclusive

Damage Charges:

(1) Light Damage

12.8. We classify as '**Light Damage**' any damage suffered by the Vehicle during your Hire Period which, in our reasonable opinion, is minor damage and therefore does **not** necessarily require immediate repair for safety, mechanical or cosmetic reasons and is **not** fair wear and tear, as defined in clause 5.1.3. Light Damage will be charged to you either a) as listed in our Light Damage Charges Schedule; or b) by carrying out a desktop assessment using industry standard software to estimate damage costs.

12.8.1. Examples of Light Damage to the Vehicle

include small scratches, chips or dents to any part of the Vehicle; or the loss of or damage to any non-essential accessories or documentation.

12.8.2. The Light Damage Charges Schedule contains a list of pre-agreed fixed sum charges broken down by the Vehicle type and the nature of the Light Damage. This schedule can be found attached to these T&Cs or on the Damage Management Policy page of our website at https://www.europcar.co.uk/terms-and-conditions/damage-management-policy or by clicking the link to the Damage Management Policy at the bottom of the website homepage.

12.8.3. The charges shown in the Light Damage Charges Schedule are set by us as an amount that seeks to genuinely estimate the sums that we would have to pay our suppliers if we did undertake to repair the Light Damage, based on industry standards (or to replace the Vehicle's non-essential accessories or documentation).

12.9. Notwithstanding your obligations to us under section 5 above if, in our reasonable opinion, we have assessed that the Vehicle has suffered Light Damage, this means we consider the Vehicle does not necessarily require immediate repair for safety, mechanical or cosmetic reasons before it can be rented to another customer. In these circumstances, subject to section 12.4 above, you will pay to us:

12.9.1. **EITHER** the pre-agreed fixed sum(s) set out in the Light Damage Charges Schedule **OR** the sum resulting from the desktop assessment;

12.9.2. the Light Damage Administration Charge which is set out in the Tariff Guide;

but you will not have to pay a **Loss of Use Charge** or an **Engineer's Charge**, both as further referred to in 12.11.2.

(2) Serious Damage

12.10. Subject to section 12.15, any damage other than **Light Damage** and/or **Damage to Tyres, Windscreen and Loss of or Damage to Essential Items** is classified as '**Serious Damage**'.

12.11. In relation to Serious Damage suffered by the Vehicle during your Hire Period you will pay us:

12.11.1 **EITHER** 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) **OR** the sums determined by carrying out a desktop assessment using industry standard software to estimate damage costs.

12.11.2. pay us the following charges:

12.11.2.1 a **Loss of Use Charge** which is a charge to take account of our loss of rental income while the Vehicle is being repaired and/or cleaned and/or an essential item is being replaced. 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:

12.11.2.1.1 one day for the Vehicle to be taken in for repair; and

12.11.2.1.2. one day for each period of four hours (or part thereof) of labour required by the relevant supplier to effect the repair; and

12.11.2.1.3 one day for the Vehicle to be returned to us and checked in following the repair;

12.11.2.2. an **Engineer's Charge** which is set out in the Tariff Guide; and

12.11.2.3. a **Serious Damage Administration Charge** which is set out in the Tariff Guide.

12.12. In relation to sections 12.8 to 12.11 inclusive::

12.12.1. 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

12.12.2. 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.

(3) Damage to Tyres, Windscreen and Loss of or Damage to Essential Items

12.13 Any loss of or damage to the tyres and/or windscreen of the Vehicle or the Essential Items during your Hire Period which, in our reasonable opinion, is minor damage but **does** require immediate repair for mechanical, safety or cosmetic reasons, we classify as '**Damage to Tyres, Windscreen and Loss of or Damage to Essential Items'.**

12.13.1 **Loss of or Damage to Essential Items**

Examples of Essential Items include, but are not limited to, keys/ entry cards, charging cables for electric vehicles, number plates, windscreen wiper blades and arms, antenna/aerial, seats and seatbelts, mirrors (including housing), boot covers, carpets, speakers, info-tainment screen, towing caps, lights and glove compartment doors.

12.13.2 In relation to **Loss of or Damage to Essential Items** suffered by the Vehicle during your Hire Period you will pay us:

12.13.2.1 **EITHER** the costs we incur in repairing and/or replacing the lost or damaged essential items (for which you will indemnify us as a debt) **OR** the sums determined by carrying out a desktop assessment using industry standard software to estimate damage costs.

12.13.2.2 pay us the following charges:

12.13.1.2.1 a **Loss of Use Charge** which is a charge to take account of our loss of rental income while the Vehicle is being repaired and/or cleaned and/or whilst the lost items are replaced, capped at one day's rental income; and

12.13.1.2.2 **a Tyres, Windscreen and Essential Items Damage Administration Charge** which is set out in the Tariff Guide.

12.13.2.3 You will not be required to pay an Engineer's Fee for **Loss of or Damage to Essential Items.**

12.13.3 **Tyre Replacement or Repair**

12.13.3.1 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**';

12.13.3.2. In relation to a Tyre Replacement or a Tyre Repair you will pay us:

12.13.3.2.1. the cost we incur for the Replacement Tyre or the Tyre Repair (whichever applies) and any associated supplementary charges that may apply (if any);

12.13.3.2.2. the cost to call us out if you require attendance for a Replacement Tyre or a Tyre Repair outside of our standard response time (an '**Emergency Call Out**'). Charges for an Emergency Call Out are set out in the Tariff Guide; and

12.13.3.2.3. a **Tyres, Windscreen and Essential Items Damage Administration Charge** as set out in section of the Tariff Guide; and

12.13.3.2.4 a **Loss of Use Charge**, in accordance with the provisions of section 12.11.2.1 but capped at one day's rental rate, if the Tyre is Replaced or Repaired.

12.13.3.3 You will not be required to pay an Engineer's Fee for a Tyre Replacement or Repair.

12.14. Windscreen Replacement or Repair

12.14.1 Any damage to a windscreen which requires us to replace it with a new windscreen is classified as a **'Windscreen Replacement'**. This includes, but is not limited to, any chip or crack, regardless of size.

If a Vehicle's windscreen is chipped or is damaged, in excess of the limits of fair wear and tear, but is capable of being repaired (this will depend on the severity of the damage) then it is classified as a **'Windscreen Repair'** and deemed to be Light Damage.

12.14.2 A Windscreen Repair will be charged at the cost we incur for carrying out the repair, plus the Light Damage Administration Charge, which is set out in the Tariff Guide.

12.14.3 You will not have to pay a **Loss of Use Charge** or an **Engineer's Charge**, both as further referred to in 12.11.2, **in** respect of a Windscreen Repair.

12.14.4 In relation to a Windscreen Replacement, you will pay us the cost we incur for:

12.14.4.1.the Replacement Windscreen and any associated supplementary charges that may apply (if any); and

12.14.4.2.the cost to call us out if you require attendance for a Windscreen Replacement outside of our standard response time (an '**Emergency Call Out**'). Charges for an Emergency Call Out are set out in the Tariff Guide; and

12.14.4.2.a **Tyres, Windscreen and Essential Items Damage Administration Charge**, as set out in the Tariff Guide; and

12.14.4.3.a **Loss of Use Charge**, in accordance with the provisions of section 12.11.2.1 but capped at one day's rental rate, if the Windscreen is Replaced.

12.14.5. You will not be required to pay an Engineer's Fee for a Windscreen Replacement or Repair.

12.14.6 In relation to sections 12.13 to 12.14 inclusive:

12.14.6.1 where a repair or part replacement 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

12.14.6.2 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.

(4) Total Loss

12.15. 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 12.10 to 12.14 inclusive do not apply, and you will pay us:

12.15.1. 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

12.15.2. a **Loss of Use Charge**, which is a charge to take account of our loss of rental income in respect of 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 acknowledge the fact that the number of Vehicles we have available for hire to customers generally when the repair takes place will have an impact on our rental income. 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; and

12.15.3. an Engineer's Charge, as set out in the Tariff Guide); and

12.15.4. a Serious Damage Administration Charge, as set out in the Tariff Guide.

12.15.5 In the event of a Total Loss, your liability is capped at the Excess amount shown on your Rental Agreement, plus the Serious Damage Administration Charge, unless you are in breach of the T&Cs, in which case you will be liable for all charges set out in this section 12.15.

(5) Damage to Third Parties

12.16. Please refer to sections 14.2.4 and 26.3 for more details concerning your obligations to us and your potential liability to third parties.

(6) Seizure of the Vehicle

12.17. If, after check-out of the Vehicle, the Vehicle and/or its keys, accessories, or documentation are seized by any Government, authority or organisation whether in or outside the UK, you must pay:

12.17.1. for any damage suffered by the Vehicle and/or its keys, accessories, or documentation in accordance with sections 12.8 to 12.15 inclusive; and

12.17.2. 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

12.17.3. a Loss of Use Charge to take account of our loss of rental income 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, AdBlue (if applicable) and tyre pressures and tread depths 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.

13.3. If the Vehicle is electric, you must only use the cables we supply for recharging. If you use any other cable, you will be responsible for any damage that may arise. If you are provided with an additional charging socket that runs to a domestic socket, you must ensure the electrical installation you are using complies with any relevant standards in force and any requirements of the Vehicle manufacturer, otherwise you will be liable for any damage that arises.

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

14.1. In case of breakdown in Mainland UK or Northern Ireland (the "Territory")

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 the Territory during the Hire Period we will, as soon as possible, recover and repair the Vehicle so that it is rendered functional.

14.1.2.1. If the Vehicle cannot be repaired, we will (where possible) provide you with an alternative Vehicle of an equivalent standard and size to the Vehicle for the remainder of the Hire Period.

14.1.2.2. If we cannot repair the Vehicle or provide you with an alternative vehicle, we will provide you with a refund for any part of the Hire Period that you have paid for but not received the benefit of.

14.1.3. 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 9.2.2 above)) but ultimate responsibility will be with you.

14.2 In case of an accident or incident in Mainland UK or Northern Ireland (the "Territory")

14.2.1. If there is an accident/incident in the Territory 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 Terms and Conditions;

14.2.3.2. not admit or accept responsibility;

14.2.3.3. obtain and notify us of the names and addresses of all involved, including witnesses;

14.2.3.4. make the Vehicle secure and tell the police straight away if anyone is injured or the road is blocked or if any property has been damaged;

14.2.3.5. tell us of the accident or incident on 0800 0280 999;

14.2.3.6. complete and return the accident report form that we will supply if required.

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

14.2.4. You will use your best endeavours to supply us with full details of any third party(ies) and third party vehicle(s) involved in any accident/incident with the Vehicle. Failure to do so may invalidate the Protection package and/or any excess reduction products (if 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 the UK and Northern Ireland (ie., in the "Territory") 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 the Europdrive and/or Cross Border pack before you take your Vehicle outside of the UK or Northern Ireland.

14.4. In case of theft in all locations

If the Vehicle is stolen, this must be reported immediately by you to the police, a crime reference number or equivalent obtained and you must contact us as soon as possible on 0800 0280 999 or, if you are outside the UK, the number given in your Europdrive pack. Any further steps, such as returning keys and documentation to us or paperwork to be completed will then be explained to you. See section 8.2.1 for details of the associated charges and section 26.5 for details of the theft waiver that may be applicable.

14.5. Cooperation with our Insurers/Claims Handlers

Where a matter is being dealt with by our insurers or their appointed claims handlers, it is vital that you and any additional drivers act in accordance with their instructions (which includes, but is not limited to, the provision of a signed statement) as failure to do so may lead to the insurer refusing to indemnify you and pursuing you personally for recovery of any third party losses. Please note this provision applies even if you have taken out premium or medium cover.

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 wil supply an invoice to show the full charge for the Hire Period. This invoice will be sent to you via email.

15.1.2. If you decide not to prepay for your booking, you will be charged at the time you pick up your Vehicle (or shortly before it is delivered to you, if applicable) 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 or you have caused damage to and/or loss of 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 we become aware of them after the Hire Period has terminated.

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

16.1. Modification

16.1.1. Unless You have chosen a non-refundable and non-amendable product, 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 0371 384 0235 (calls are charged at local rate plus any mobile phone company charges). 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

Unless You have chosen a non-refundable and non-amendable product, You can cancel our 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 0371 384 0235 (calls are charged at local rate plus any mobile phone company charges), to cancel the rental.

Sections 16.2.1 and 16.2.2 below do not apply to non-refundable and non-amendable products.

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?

17.1. In case you want to extend the Hire Period shown on your Rental Agreement, you can either:

17.1.1. purchase Late Check-in from the Europcar station on collection of your Vehicle.

This will allow you to keep the Vehicle for up to 2 hours beyond the time stated on the Rental Agreement. This is subject to normal Europcar station opening hours and any out-of-hours procedures. It does not guarantee that the Europcar station will be open at the extended return time; you are responsible for checking the opening hours and out-of-hours arrangements. These T&Cs continue to apply during the Late Check-in period.

OR

17.1.2. if you have already collected the Vehicle, you must contact us at least 2 working hours before the end of the Hire Period or any previously agreed extension.

17.2. 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, plus the daily charge for each day (or part day) that you keep the Vehicle beyond the end of the Hire Period.

17.3. If such an extension means that the Hire Period will exceed a period of 84 days then you must:

17.3.1. return the Vehicle to the Europcar station where you picked it up and pay any outstanding amounts due; and

17.3.2. negotiate the hire of a new vehicle and enter into a new Rental Agreement with us.

17.4. 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.

17.5. 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 whether the Vehicle uses petrol, diesel or hybrid fuel or whether it is an electric or plug-in hybrid vehicle. The rules for each of the two categories are set out below. In addition, if the Vehicle uses petrol, diesel or hybrid fuel, you should check which option you have selected. Please ask our station staff for further details when you collect the Vehicle.

PETROL/DIESEL/HYBRID FUEL

18.2. All Vehicles are supplied with a full tank of fuel (less any used in relation to delivery/collection miles). 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 cost 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 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, we will process the pre-authorisation for the full cost of a tank of fuel, regardless of the level shown on the fuel gauge.

18.2.2. **Full to Full Option**

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

18.2.2.2. If you return the Vehicle with a full tank of fuel, you pay nothing.

18.2.2.3. 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

18.2.3.1 If you have taken up the full to full option and the Vehicle is not returned with a full tank of fuel, you will be charged for the missing fuel. The cost of the missing fuel is calculated as follows:

(Pump price per litre x 2.5)* x Number of litres of fuel required to refill the tank to its maximum capacity

* An estimate of this price is shown on your Rental Agreement.

18.2.3.2 The number of litres of fuel required to refill the tank to its maximum capacity is measured as follows:

18.2.3.2.1 If you are present when the Vehicle is checked in or collected, we will examine the fuel gauge and use the reading, multiplied by the Vehicle's fuel tank capacity, to calculate the missing litres.

18.2.3.2.2 If you are not present when the Vehicle is checked in or collected, we will refill the Vehicle and charge you based on the number of litres of fuel we added to refill the tank to its maximum capacity.

ELECTRIC/PLUG-IN HYBRID VEHICLES

18.3. Electric Vehicles will be supplied with a minimum of 80% charge (less any used in relation to delivery miles) and must be returned, or made available for collection, with a minimum of 80% charge. The following two options may then be made available to you:

18.3.1. **80% Charge Option**

18.3.1.1. At pick up we will request a pre-authorisation against your credit or debit card for the cost of the kilowatts needed to charge the Vehicle to 80%, as well as the deposit (see section 19.1 below). The cost of the 80% charge will depend on the usable battery size (in kilowatts) of the Vehicle.

18.3.1.2. If you return the Vehicle to us with a state of charge of 80% or more then we will not process the pre-authorisation for the 80% Charge Option.

18.3.1.3. If you return the Vehicle with a state of charge of less than 80%, we will process the pre-authorisation for the full cost of the 80% Charge Option, regardless of the level of charge shown on the Vehicle on return.

18.3.2. **Full to Full Option**

18.3.2.1. We provide you with a Vehicle with a minimum of 80% charge (less any used in relation to delivery miles)

18.3.2.2. If you return the Vehicle with a state of charge of 80% or more, you pay nothing.

18.3.2.3. If the Vehicle is not returned with a minimum of 80% state of charge, you will be charged for the missing energy according to the refuelling rules set out in section 18.3.3 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 minimum state of charge of 80%.

18.3.3. **Recharging Rules**

18.3.3.1. If you have taken up the Full to Full option and the Vehicle is not returned with a minimum of 80% state of charge, you will be charged for the missing energy. The cost of the missing energy is calculated as follows: (weighted average price index for rapid/ultra rapid charging + £0.15 per kilowatt)* x Number of kilowatts of electricity required to refill the battery to 80% state of charge. * An estimate of this price is shown on your Rental Agreement.

18.3.3.2. The number of kilowatts of electricity required to recharge the battery to 80% state of charge is measured by examining the state of charge displayed on the vehicle dashboard and using the reading, multiplied by the Vehicle's usable battery capacity to calculate the missing kilowatts.

18.4. Plug-in Hybrid Vehicles will be supplied with a full tank of fuel, with no minimum electric charge. When the Vehicle is returned, or made available for collection, the fuel should be in accordance with section 18.2 above, but there is no minimum electric charge level required.

18.5 Notwithstanding the provisions in section 18.3, if an Electric Vehicle is returned, or made available for collection, with less than 20% charge, we reserve the right to charge you our reasonable costs associated with recharging and collecting the Vehicle. These may include public charge point charging costs, costs associated with the additional time required to charge the Vehicle at public charging points to enable it to be returned to the station and, where the Vehicle has insufficient charge to enable it to be driven to a public charging point, the costs of transporting the Vehicle back to the station. We reserve the right to recover the Vehicle in a way that we deem appropriate in our sole opinion, acting reasonably and in good faith.

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

As detailed in section 9 (*What are the other fees/ charges I may 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

https://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 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 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 or debit 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. We collect and process your personal information to enable us to provide our services to you including the provision of Vehicle rental services. This personal information is collected strictly in accordance with the requirements of the Data Protection Act. Please see our Privacy Policy for further details.

21.2. You have a right to access, rectify and delete the personal information collected and used in accordance with your use of Vehicle Rental services. You may exercise this right by contacting us at:

By Post: The Data Protection Officer, Europcar Group UK Limited, 1 Great Central Square, Leicester LE1 4JS

Email: dpo@europcar.com

By accepting these T&Cs you expressly acknowledge having received a copy of the Privacy Policy and accept its terms.

22. ARE THE VEHICLES EQUIPPED AND CONNECTED WITH A GEOLOCATION SYSTEM?

22.1. We may use electronic equipment installed in the Vehicle for the following purposes:

22.1.1. to manage the rental journey (delivery, collection, vehicle maintenance, billing etc);

22.1.2. to identify and prevent crime and fraud;

22.1.3. ensure that obligations under the Rental Agreement are met (e.g. if the Vehicle is not returned at the end of the Hire Period, or if the Vehicle is used outside of the authorised geographical area, such as crossing the border between Northern Ireland and the Irish Republic);

22.1.4. to detect, verify and investigate accidents and damage to the Vehicle;

22.1.5. to assist us in managing our fleet (such as monitoring the vehicle condition, mileage, fuel level, operational and diagnostic data, collision alerts etc).

22.2. This information can be used both during and after the end of the Hire Period. For further information about our connected vehicle data processing, please see our dedicated privacy policy

https://www.europcar.com/files/live/sites/erc/files/connected-cars/privacy-policy.pdf

22.3. Under no circumstances should you disconnect the electronic equipment installed in the Vehicle. In the event of disconnection and/or non-return of the equipment, we may charge you additional fees as set out in the Tariff Guide.

23. WHAT HAPPENS IN CASE OF A 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:

23.2.2.1. by phone on **0371 384 0235** (calls are charged at local rate plus any mobile phone company charges)

23.2.2.2. by email to **customerservicesuk@europcar.com**; or

23.2.2.3. If you prefer, you can write to us in the UK at

1 Great Central Square, Leicester LE1 4JS

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 example, if you pick up the Vehicle in the UK then, irrespective of your nationality or your place or residence, 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.

23.4. **Circumstances Beyond our Control**

We will not be in breach of this Rental Agreement or liable to you for delay in performance or failure to perform any of our obligations under the terms of this Rental Agreement, if this happens because of events or circumstances that are beyond our reasonable control.

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 under any UK Contract 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 and 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 valet or special cleaning charge described in sections 9.3.2 above and for any Light Damage or Serious Damage repairs (if appropriate) as described in sections 12.8 and 12.10 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. Ending the Rental Agreement Early

25.3.1. If you breach the Contract, we reserve the right to cancel the Contract and require the immediate return of the Vehicle. This includes, but is not limited to:

25.3.1.1. failing to make a payment or a payment fails to clear in relation to the Contract or consistent and repeated late payment of any charges payable under the Contract. Please note that where any sums remain outstanding in relation to any other Contract or Rental Agreement you have or have had with us previously, we reserve the right to cancel this Contract where payment of such sums is not made on demand;

25.3.1.2. failing to comply with any of the obligations listed in section 5;

25.3.1.3. if we believe you are no longer in possession or control of the Vehicle or its keys;

25.3.1.4. if you have incurred successive penalties such as, but not limited to, parking, congestion or bus lane fines;

25.3.1.5. the Vehicle is involved in an accident and it is appropriate to end the hire or you have failed to cooperate with the insurer or their appointed claims handler;

25.3.1.6. the Vehicle has been deliberately or recklessly damaged by yourself or a third party, other than as the result of a genuine accident;

25.3.1.7. we have grounds to believe the Vehicle is at risk.

25.3.2. Should you fail to return the Vehicle when requested, we will treat it as stolen and initiate our Vehicle recovery process, which will include reporting the matter 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:

25.3.2.1. you give us permission (and cannot withdraw it) to access your premises for the purposes of repossessing the Vehicle so long as we do not use unreasonable force or cause damage; and

25.3.2.2. you must pay the charges and fees set out in the Tariff Guide, plus our reasonable legal and professional costs (to the extent not covered by the Tariff Guide).

25.3.3. 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.

25.3.4. 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.

25.3.5. If we enter into any form of insolvency process then we will be entitled to immediately end the Contract and require the immediate return of the Vehicle.

25.3.6. 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:

25.3.6.1. 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;

25.3.6.2. 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

25.3.6.3. you have a legal right to end the Contract because of something we have done wrong.

25.3.7. 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.

25.3.8. 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.

26.1.1.1. 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.

26.1.1.2. 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 badlydamaged 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 our Personal Accident protection separately. Details of how this Personal Accident protection can benefit both you and your Passengers are available under section 26.7 below.

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 these T&Cs 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 opted for a rate exclusive of Basic Protection when booking your rental (where available - see clause 9.2). If Basic Protection is included in the rental charge then, as long as you have complied with these T&Cs and have not committed a breach of any applicable laws, your financial liability for the total charge for damage to the exterior of the Vehicle, resulting from an accident or incident or the theft or attempted theft of a Vehicle, will be no more than the Excess amount (plus the Light Damage Administration Charge or the Tyres, Windscreen and Essential Items Damage Administration Charge or the Serious Damage Administration Charge which will still be charged)

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 these T&Cs and have not committed a breach of any applicable laws, is the maximum amount we will charge you for the damage caused to the exterior of 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

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, Selection Vehicles and vans. Please note the Light Damage Administration Charge or the Tyres, Windscreen and Essential Items Damage Administration Charge or the Serious Damage Administration Charge will still be charged

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 for standard Vehicles if you are aged 22 or over and your rental starts in the UK at any of the participating stations. It improves the cover offered under the Basic Protection package by reducing the Excess amount to £0. Please note the Light Damage Administration Charge or the Tyres, Windscreen and Essential Items Damage Administration Charge or the Serious Damage Administration Charge will still be charged. Premium Protection is not available for Selection Vehicles or vans

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 (plus the Light Damage Administration Charge or the Tyres, Windscreen and Essential Items Damage Administration Charge or the Serious Damage Administration Charge which will still be charged)

T&Cs means the documents that, together, form the Contract

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

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

Vehicle means the vehicle you will be renting from us or you will be driving with our 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 any loss or damage caused to 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:

26.3.1.1. bodily injury or death suffered by Third Parties; and

26.3.1.2. 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:

26.3.2.1. bodily injury or death that you (the driver at the time of the collision) may suffer; or

26.3.2.2. any damage to or loss of your personal property or possessions; or

26.3.2.3. 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 these T&Cs.

However, if you didn't comply with those laws and/or regulations and/or these T&Cs 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 exterior of the Vehicle whilst it is in your care. If you purchase our standard collision damage waiver product and comply with the applicable laws and these T&Cs then we will pay for any damage to the exterior of the Vehicle that exceeds the Excess amount (including any Engineer's Charge (as set out in the Tariff Guide) and a Loss of Use Charge calculated as indicated in section 12.11.2.1, but **not** the **Light Damage Administration Charge** or the **Serious Damage Administration Charge** or the **Tyres, Windscreen and Essential Items Damage Administration Charge**, which you will remain liable to pay). You can reduce or eliminate the Excess amount by purchasing our Medium or Premium Protection cover instead of the Basic Protection package.

Collision damage waiver cover is included in the daily rental charge for the majority of rentals, unless you opted for a rate exclusive of Basic Protection when booking your rental (where available - see clause 9.2). 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 (either with a third party or via your credit card) in place 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). You should note that, in the event of a claim, we will recover any sums directly from You and You will then need to make a separate claim to the provider of your third party excess cover or your credit card provider. We do not deal with any third party directly.

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. It does not cover damage or soiling to the interior of the Vehicle.

26.4.1. What does this protect me against?

Collision damage waiver cover limits your liability for damage to the exterior of the Vehicle to a maximum sum of the Excess amount (plus the Light Damage Administration Charge or the Tyres, Windscreen and Essential Items Damage Administration Charge or the Serious Damage Administration Charge which will still be charged) in circumstances where:

26.4.1.1. you collide with a fixed or moving object; or

26.4.1.2. the Vehicle is subject to an act of vandalism while you are driving or using it; or

26.4.1.3. any glass, 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:

26.4.2.1. by the wilful acts of the driver; or

26.4.2.2. 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

26.4.2.3. by the Vehicle hitting a bridge, car park barrier or other overhead object; or

26.4.2.4. by its total or partial theft or an act of vandalism whilst the Vehicle is left unattended; or

26.4.2.5. 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

26.4.2.6. because the keys are lost, 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, nor is any damage or soiling to the interior of the Vehicle.

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

You must:

26.4.3.1. **purchase the protection if it is not included in the rental charge;

26.4.3.2. **comply with these T&Cs and all applicable laws and local traffic regulations when you are driving the Vehicle;

26.4.3.3. **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 these T&Cs 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 Tyres, Windscreen and Essential Items Damage Administration Charge or the Serious Damage Administration Charge which will still be charged).

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 these T&Cs, 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 (as set out in the Tariff Guide) and a Loss of Use Charge calculated as indicated in section 12.11.2.1, but not the Light Damage Administration Charge, the Serious Damage Administration Charge or the Tyres, Windscreen and Essential Items 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 a rate exclusive of Basic Protection when booking your rental (where available - see clause 9.2). If this is the case, 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, either with a third party or via your credit card provider, before we will release a Vehicle to you. We do not accept personal car insurance policies, except corporate fleet insurance (see section 9.2.1 of the Terms and Conditions of Hire). You should note that, in the event of a claim, we will recover any sums directly from You and You will then need to make a separate claim to the provider of your third party excess cover or credit card provider. We do not deal with any third party directly.

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:

26.5.1.1. 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);

26.5.1.2. the attempted theft of the Vehicle and of any accessories;

26.5.1.3. any act of vandalism to the Vehicle whilst it is stationary and left unattended by you;

26.5.1.4. any glass, 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:

26.5.2.1. 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 within 48 hours of notification of the theft to us; or if you left the Vehicle unlocked when you weren't using it;

26.5.2.2. 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:

26.5.3.1. **purchase the product if this is not included in the rental charge;

26.5.3.2. **comply with these T&Cs as they apply to the theft or potential theft of a Vehicle;

26.5.3.3. **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;

26.5.3.4. notify the pick-up station of the theft and return the keys within 48 hours of such notification;

26.5.3.5. notify the pick-up station, within 24 hours of the time you discover the Vehicle is missing and forward the keys to us, within 48 hours of such notification, 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 these T&Cs, the maximum you will have to pay us is the Excess amount, plus any other applicable charges or fees 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 these T&Cs.

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; or
- damage to tyres on the Vehicle, unless it arises from any Abnormal use (see definition under section 26.2 above) you may make of the Vehicle.

26.6.2. What is excluded from the Protection?

You are not protected under this product

26.6.2.1. 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

26.6.2.2. for the **Tyres, Windscreen and Essential Items Damage Administration Charge** or the Serious Damage Administration Charge (whichever applies in the circumstances), both as set out in the Tariff Guide.

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

You must:

26.6.3.1. purchase it;

26.6.3.2. comply with these T&Cs, all applicable laws and local traffic regulations when driving the Vehicle;

26.6.3.3. 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 or fees as set out in the Tariff Guide, including the Light Damage Administration Charge or the Tyres, Windscreen and Essential Items Damage Administration Charge or the Serious Damage Administration Charge.

If, however, you purchase this glass, lights and tyre Protection (and provided you have complied with these T&Cs 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 supersede 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 because of the collision (or an accident); 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:

26.7.1.1. a lump sum payment up to a maximum stated in the Super PAI policy:

26.7.1.1.1. 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

26.7.1.1.2. if you or if any of your passengers ultimately remain partially or totally disabled from the consequences of the collision or incident;

26.7.1.2. medical expenses for you and your passengers up to a 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;

26.7.1.3. 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 up to a 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:

26.7.1.3.1. 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

26.7.1.3.2. 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 insurance product. However, an at fault driver will only be covered by the Super-Personal Accident insurance product.

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

This Super-Personal Accident insurance does not cover:

26.7.2.1. 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;

26.7.2.2. any costs relating to treatment you were receiving or medical conditions you were suffering from before the accident or incident occurred;

26.7.2.3. the cost of loss, or destruction of or damage to your baggage if it is:

26.7.2.3.1. caused by fair wear and tear, depreciation, inherent defects, or smokers' accidents;

26.7.2.3.2. 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;

26.7.2.3.3. a mobile phone; and

26.7.2.3.4. 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 example 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. Interior Protection

Our protection against damage to and/or soiling of the interior of the Vehicle is an optional product when renting a Vehicle. By subscribing to Interior Protection, you agree to pay an additional daily supplement at the rate set out in the Tariff Guide. This exempts you and any authorised driver from liability for material damage and soiling to the **interior** of the Vehicle.

26.8.1 What am I covered for?

When this protection is purchased, coverage applies, subject to compliance with these T&Cs and applicable laws and regulations, to the following elements:

- The cabin interior: seats, upholstery, carpets, headliner, and plastics;
- The trunk and cargo area; and
- Door panels and interior storage compartments.

By way of illustration and without limitation, the following may be covered:

- Accidental stains (drinks, food, vomit);
- Damage caused by luggage, equipment, or tools being transported;
- Damage to the headliner during loading or unloading operations;
- Significant soiling requiring specialist cleaning.

The assessment of damage takes into account the circumstances declared by you, as well as the absence of intent or gross negligence, as defined in these T&Cs.

26.8.2 What is excluded from Interior Protection?

This product does not cover you:

In the event of financial liability resulting from damage caused to the Vehicle, if such damage results from any intentional act or negligence on your part in the use of the Vehicle.

● In cases of theft, fire, and/or vandalism.
● For the theft of your belongings or goods (or those of the authorised driver) transported in the vehicle.

● Administrative fees.
● For damage caused to your belongings or goods (or those of the authorised driver) transported in the vehicle.
● In the event of attempted fraud.
● In the event of an intentional false statement in the rental agreement, accident/fire/theft testimony or an accident report drafted and accepted by the parties.
● Cases resulting from an intentional act or gross negligence by you or your passengers.
● Cases resulting from failure to comply with these T&Cs.
● Cases resulting from smoking inside the Vehicle. Any sign of smoking (persistent odour, ash, burns, holes) leads to the immediate exclusion of this protection.
● Cases resulting from the transport of live animals, unless they are placed in a suitable and secure transport container.
● Cases resulting from unsecured or poorly secured loads, particularly when damage results from objects shifting while driving.

26.8.3 What must I do to benefit from Interior Protection?
To benefit from this protection, you must:

1. Purchase it;
2. Comply with these T&Cs and all applicable traffic laws and regulations during the rental (e.g., unauthorised use of the vehicle, sub-leasing, transport of hazardous materials, driving by an unauthorised person);
3. Return the Vehicle in accordance with these T&Cs;
4. Declare any damage according to the procedures set out in these T&Cs.

26.8.4 What is the amount of my financial liability?

Subject to compliance with these T&Cs, Interior Protection waives your liability for the cost of interior damage covered by this protection, within the limits, caps, and conditions specified at the time of subscription.

In the absence of Interior Protection subscription, you will be fully liable for the total cost of the damage or soiling, in accordance with the rates in the Light Damages Charging Schedule.

Europcar

TARIFF GUIDE

Updated: 30th September 2026

This Tariff Guide is intended to provide details of all additional costs and should be read in conjunction with the Terms and Conditions of Hire, the UK Terms and Conditions of Hire on www.europcar.co.uk, the booking confirmation email, the Rental Agreement, the Light Damage Charges Schedule and the Privacy Policy, which together form the Contract.

In cases where the pricing can vary due to factors such as location or duration of rental, maximum prices have been included as a guide and exact pricing will be provided when booking and confirmed in your Rental Agreement.

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?	Rate (inc VAT)
Young Driver Surcharge	This is a mandatory charge for hirers and drivers aged 25 and under, who are subject to our Basic Protection package and any excess reduction product.	Up to a maximum of £79.00 per day
Additional Driver	The cost to authorise each additional person to drive a Vehicle and includes the Basic Protection package	£19.10 per day, up to a maximum of £191.00 per rental
DVLA Contact Charge	This is the charge we make if we need to validate your driving licence with the DVLA	£4.75 per incident
Congestion Charge	This is a mandatory local government tax levied to enable you to drive a Vehicle from the time of pick up from within the London Congestion Zone. The Charge will be valid up to midnight on the day of pick-up	Charged at the rate prevailing on the day of pick-up. Refer to the following website address: https://tfl.gov.uk/modes/driving/congestion-charge
Full Tank Option	You can buy a full tank of fuel at the start of your Hire Period. 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.	Price will be the average fuel price - please see the section on Fuel Charges below.
Europdrive Pack: Cars and Vans	This is mandatory if you wish to take a car or van and drive it outside of the UK. The pack includes our consent form VE103B.	This varies by location up to a maximum of £312.00
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	This varies by length of hire up to a max of £187.43
Island Explorer Pack	This is mandatory if you wish to take the Vehicle from Mainland UK to, and use it on, the following islands: Isle of Wight, Skye, Arran, Orkney, Shetland and any additional UK islands listed from time to time in the T&Cs, the Tariff Guide and/or any product information ("UK Islands")	Up to £48 per rental. Please note the price may vary by checkout location so you are advised to check.
Booster Cushion	Seating for young children	The cost to rent a booster cushion is £15.70 per day, up to a maximum of £154.70 • If a booster cushion is lost, stolen or damaged during the Hire Period you will pay us £84.00 per booster cushion to replace it.
Child Seats	Full seating for young children (0-7 years)	The cost to rent a child seat is £15.70 per day, up to a maximum of £154.70 • If a child seat is lost, stolen or damaged during the Hire Period you will pay us £84.00 per child seat to replace it.
Satellite Navigation Units		The cost to rent a satellite navigation unit is £17.84 per day up to a maximum of £178.40 per rental • If a satellite navigation unit is lost, stolen or damaged during the Hire Period you will pay us £84 to replace it.
Late check-in	This product extends the return time by up to 2 hours.	Up to £30 per rental
Out of hours collection	If you wish to collect your Vehicle at a time that is outside of the Europcar station's normal opening hours or if you have reserved a Vehicle from one of our airport locations that is linked to a quoted flight number and your arrival has been delayed beyond the due closing time of the station then an out of-hours collection charge may apply.	£60 per rental
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 per rental

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

Description	What is the Charge for?	Cost Inclusive of VAT (if applicable)
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	£44.03
Deliver and Collect	This applies if you wish to have your Vehicle delivered to or collected from your home or work address in the UK. In addition to the Deliver/Collect charge, you are also responsible for the cost of the fuel we use to deliver and to collect the Vehicle. Minimum notice period 2 hours for standard cars and 2 days for Vans.	A fixed charge of £25.00 each way and £2.00 per mile.

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

Product	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 Van groups	£9.52 £11.90
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	£4.50

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

Product	What does it do?	Daily Rate (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	This varies by length of hire, up to a maximum daily rate of £19.00
Roadside Assistance Express	**This is an enhanced version of Roadside Assistance Plus available in the UK Mainland and Northern Ireland.** During D&C station normal working hours, we bring a replacement Vehicle to you, to get you back on the road as quickly as possible.	All Vehicle groups	This varies by length of hire, up to a maximum daily rate of £20.00

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)
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	Price on request, as it depends 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.

** Vehicle category descriptions and collision damage waiver excess values see page 5
‡ Categories A & B daily rates for Premium and Medium Protection Packages are linked to particular Europcar stations.

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Product	What does it do?		Consolidated Pricing (inc VAT)			
			Category A Daily Rate‡		Category B Daily Rate‡	
	STANDARD CARS	Days Rental	Small ** Vehicle	Large ** Vehicle	Small ** Vehicle	Large ** Vehicle
Premium Protection Package ('Premium')	Combines: Collision Damage Waiver, Theft Waiver and the Premium Protection Package to reduce your liability to £0. **EXCLUDES:** Damage to or soiling of the interior of the Vehicle and any damage administration charges.	This varies by length of hire up to a max daily rate of	£60.50	£73.50	£54.50	£66.00
			Category A Daily Rate‡		Category B Daily Rate‡	
	STANDARD CARS	Days Rental	Small ** Vehicle	Large ** Vehicle	Small ** Vehicle	Large ** Vehicle
Medium Protection Package ('Medium')	Combines: Collision Damage Waiver, Theft Waiver and the Medium Protection Package to limit your liability to £350-£1,050, depending upon the type of vehicle you are hiring **EXCLUDES:** Damage to or soiling of the interior of the Vehicle and any admin fees.	This varies by length of hire up to a max daily rate of	£47.00	£58.00	£42.50	£52.00

ANY VEHICLE		Vehicle Category**	Days Rental	Daily Rate
Value Cover: Glass, Lights and Tyres	Reduces standard collision damage protection excess liability for damage to windscreens, tyres and glass to £0	Small and Large Cars	This varies by length of hire up to a max daily rate of	£21.00
		Van groups		£22.00
Interior Protection	Reduces liability for interior damage and soiling to £0	All		£5

EXCESS REDUCTION PRODUCTS FOR STAND LIABLE RENTERS - These are optional and are not included in the rental charges.

Product	What does it do?	Consolidated Pricing Daily Rate (inc VAT)	
		**Vehicle Category	This varies by length of hire up to a max daily rate of
Collision Damage Waiver	Reduces your liability for damage to the exterior of the Vehicle to the standard collision damage waiver excess amount	All Vehicle groups	£26.00
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	£26.00
Medium Protection Package ('Medium')	Combines: Collision Damage Waiver, Theft Waiver and the Medium Protection Package to limit your liabilty to between £350 and £1,050, depending upon the type of vehicle you are hiring **EXCLUDES:** Damage to or soiling of the interior of the Vehicle and any damage administration charges.	Small	£51.00
		Large	£62.50
Premium Protection Package ('Premium')	Combines: Collision Damage Waiver, Theft Waiver and the Premium Protection Package to reduce your liability to £0. **EXCLUDES:** Damage to or soiling of the interior of the Vehicle and any damage administration charges.	Small	£65.50
		Large	£80.00

VEHICLE CATEGORY DESCRIPTIONS and COLLISION DAMAGE WAIVER EXCESS VALUES

Your excess value will be as set out in your Rental Agreement, or as otherwise communicated to you. However, it will be no more than the sum set out below**.**

**Vehicle Category	Description	Standard Collision Damage Waiver Excess	Medium Excess	Premium Excess
Small	Mini / Economy / Economy Elite / Compact / Compact Elite	£2,000	**Category A Vehicle ‡** £450	£0.00
Large	Intermediate / Intermediate Elite / Standard	£2,200	**Category B Vehicle ‡** £350	
Premium	Premium Vehicles	Up to a maximum of £4000	from £850.00 to £1,050.00	NA
Vans	All Vans	Up to a maximum of £1,900	from £350.00 to £450.00	NA

OTHER CHARGES - You may incur some of the following Charges during your Hire Period. These are not included in the rental charges but will be calculated and payable when you return the Vehicle to us.

Description	What is the Charge for?	Cost Inclusive of VAT (if applicable)
Excess Mileage Charges 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 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 50 miles @ 30 pence per mile (ie., 2750 minus (30x90))	30 pence per mile for each mile driven over the relevant mileage allowance
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 @ 24 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 @ 24 pence per mile (ie., 1200 minus (10x90))	24 pence per mile for each mile driven over the relevant 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 NEVER 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-authorised UK Fee:** up to a maximum cost of £357 **Unauthorised UK Fee:** up to a maximum cost of £595 **Unauthorised overseas Fee:** up to a maximum cost of £2,380 **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	If we have come out to you - £45.00 If it has been aborted without us coming out to you - £31.00
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 station without refilling the fuel tank to its maximum capacity. You will be charged for each litre of fuel that is required to refill the fuel tank of the Vehicle to its maximum capacity.	The cost of each litre of fuel that is required, which is charged at the pump price per litre multiplied by 2.5. Please see the estimated fuel charge on your Rental Agreement.
Electric Vehicle Recharge Charges	These recharge charges will apply if: i. If you have not purchased the 80% Charge Option; and ii. the Vehicle is not returned with a minimum of 80% state of charge You will be charged for the energy needed to return the Vehicle to a minimum state of charge of 80%.	The cost of the missing charge is calculated as follows: (weighted average price index for rapid/ultra rapid charging + £0.15 per kilowatt)* x number of kilowatts of electricity required to refill the battery to 80% state of charge. Please see the estimated price shown on your Rental Agreement
Ad Blue Charge	Applies to diesel vans on rentals up to and including 27 days. It is calculated on the total mileage driven during the Hire Period, including mileage driven by you and any authorised drivers, as well as Delivery and Collection mileage.	£0.035 (3.5p) per mile driven
Valet Charge	This applies where the level of cleaning required to return the Vehicle to a rentable condition will take longer for our staff to complete than our standard 'ready-for-rent' clean. For example if you or one of your passengers smokes or has used e-cigarettes in the Vehicle	£45 **excludes charges for rentals in Northern Ireland which may vary**
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
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
Late Cancellation Charge	This charge will be made if you tell us you wish to cancel your booking but you give us less than 48 hours' notice	Up to a maximum of £54
No Show Charge	This charge will apply if you did not cancel your booking and you do not collect your Vehicle	£134
Third Party Administration Charge	Applies where we have to provide your details to, make payments or otherwise liaise with, any third parties (for example for unpaid congestion or parking charges)	£50
Unpaid Charges Admin Charge	Applies if we have to recover unpaid charges associated with your rental. Reasonable legal fees, statutory court costs and interest may be payable in addition to this fee	£40
Extension Charge	Applies when you notify us that you wish to extend the length of your Hire Period	£10
Unauthorised Extension Charge	Applies when you return the Vehicle after the end of the Hire Period (or after any Late Check-in period has expired) and we have not agreed to extend the Hire Period in advance	£25
Congestion Charge	This is a mandatory local government tax levied to enable you to drive a Vehicle from the time of pick up from within the London Congestion Zone. The Charge will be valid up to midnight on the day of pick-up	Charged at the rate prevailing on the day of pick-up. Refer to the following website address: https://tfl.gov.uk/modes/driving/congestion-charge
Recovery of Overdue Vehicles	These charges will apply if: • you fail to return the Vehicle to us at the end of the Hire Period without either extending the Hire Period by due process or advising us of any delay: and • you do not respond to our verbal request to return the Vehicle and we therefore need to write to you to recover the Vehicle. The following charges cover the Europcar back-office resources required to draft and deliver the following letters as a means to recover our Vehicle: **Letter A:** sent 24 hours after the return time and following an initial call by the station; **Letter B:** is delivered by hand 24 hours after Letter A if we receive no response from it; **Letter C:** will be sent by our Security Team via email and text if we receive no response to Letter B after 24 hours of its delivery. **Failure to respond within 24 hours of Letter C being delivered will cause us to report the Vehicle to the police as stolen.**	Letter A - £30 Letter B - £42 Letter C - £36
Missing Device Charge	This charge is applied when a Vehicle is returned and the electronic geolocation unit is found to be missing.	£235
Disconnected Device Charge	This is the charge to reinstall the electronic geolocation unit if it is disconnected.	£75
Unauthorised Crossing Charge	This charge applies if you take a vehicle: • from Northern Ireland or Mainland UK into the Republic of Ireland; **AND/OR** • from Northern Ireland or Mainland UK into continental Europe; **AND/OR** • from Mainland UK to the UK Islands, without telling us in advance and obtaining the Cross-Border Pack, Europdrive Pack or the Island Explorer Pack (as appropriate).	£14.07 per incident, plus the cost of the appropriate Cross-Border Pack, Europdrive Pack or Island Explorer Pack for the number of days the vehicle is outside of Mainland UK or Northern Ireland

CHARGES FOR LOSS OR DAMAGE TO THE VEHICLE OR ACCESSORIES

LIGHT DAMAGE RELATED COSTS

Description	What is the Charge for?	Cost Inclusive of VAT (if applicable)
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 **or** ascertained from a desktop assessment using industry standard software to estimate damage costs) once the Vehicle has been assessed at the end of the Hire Period. Light Damage is further explained in sections 12.8 and 12.9 of the T&Cs	You will be charged a Light Damage Administration Charge of £50.00, **in addition** to the fixed sums set out in the Light Damage Charges Schedule **or** ascertained from a desktop assessment using industry standard software to estimate damage costs
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 any non-essential Accessories or keys, as identified in the Light Damage Charges Schedule **or** ascertained from a desktop assessment using industry standard software to estimate damage costs). This charge pays for the back-office resource required to process associated paperwork.	£50

SERIOUS DAMAGE RELATED COSTS

Description	What is the Charge for?	Cost Inclusive of VAT (if applicable)
Damage to the Vehicle OTHER THAN (i) Light Damage or (ii) Loss of or Damage to Essential Items or Tyre or Windscreen Replacement or Repair or (iii) 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 or for waste disposal or specialist cleaning once the Vehicle has been assessed at the end of the Hire Period. We consider serious damage to include, but not be limited to, circumstances where you have returned the Vehicle to us: (i) in an unclean condition indicating it has been used to carry raw or hazardous waste or it still contains raw or hazardous waste and the provisions of section 11.1.1.3 apply; or (ii) containing excessive amounts of refuse ; or (iii) in a condition that requires more than a valet clean or our standard ready for rent clean (for example if you or a passenger has smoked or used e-cigarettes in the Vehicle) and means we must engage specialist cleaners to return it to a rentable standard. As explained in section 12.11.1 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 12.11.2.1 of the T&Cs), • an Engineer's Charge of £45; and • a Serious Damage Administration Charge of £100; and • the cost we become liable to pay to our suppliers in recovering and/or repairing the Vehicle and/or the cost of using external experts for disposal of rubbish or specialist cleaning.
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 12.15 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 12.15.2 of the T&Cs), • an Engineer's Charge of £45; and • a Serious Damage Administration Charge of £100, and • the sums contemplated in section 12.15.1 of the T&Cs.
Engineer's Charge	This applies if the Vehicle has suffered Serious Damage or is a Total Loss. It pays for an engineer to assess whether a damaged Vehicle is worth repairing and, as applicable, to: (i) liaise with the repairers to determine how it will be repaired and what it will cost; or (ii) determine the pre-accident value of the Vehicle and to arrange for the Vehicle to be sold for salvage. This charge is in addition to the Serious Damage Administration Charge	£45
Serious Damage Administration Charge	Applies if we have to charge you for Serious Damage caused to the Vehicle whilst you are in possession of it. This charge pays for the back-office resource required to process the paperwork associated with Serious Damage.	£100

DAMAGE TO TYRES, WINDSCREEN AND LOSS OF OR DAMAGE TO ESSENTIAL ITEMS RELATED COSTS

Description	What is the Charge for?	Cost Inclusive of VAT (if applicable)
Loss of or Damage to Essential Items	If an Essential Item is lost or damaged **during your Hire Period** you will be notified of the applicable charges	You will be charged • the costs we incur to replace or repair lost or damaged Essential Items; and • a Tyres, Windscreen and Essential Items Damage Administration Charge of £50.

	You will be notified of the charges with respect to Loss of or Damage to Essential Items once the Vehicle has been assessed **at the end of the Hire Period**. Loss of or Damage to Essential Items are further explained in section 12.13.1 of the T&Cs.	You will be charged • the costs we incur to replace or repair lost or damaged Essential Items; • a Loss of Use Charge; (calculated as indicated in section 12.13.1.2.1 of the T&Cs); and • a Tyres, Windscreen and Essential Items Damage Administration Charge of £50.
	Emergency Call Out charge	• £90 per call out
Tyre Replacement or Tyre Repair	If the Tyre is Replaced or Repaired **during your Hire Period** you will be notified of the applicable charges	You will be charged • the costs we incur for the Repair or the Replacement Tyre; and • a Tyres, Windscreen and Essential Items Damage Administration Charge of £50.
	You will be notified of the charges with respect to a Tyre Replacement or Tyre Repair once the Vehicle has been assessed **at the end of the Hire Period**. Tyre Replacements and Tyre Repairs are further explained in section 12.13.3 of the T&Cs	You will be charged • the costs we incur for the Repair or the Replacement Tyre; • a Loss of Use Charge; (calculated as indicated in section 12.11.2.1 of the T&Cs); and • a Tyres, Windscreen and Essential Items Damage Administration Charge of £50.
	Emergency Call Out charge	• £90 per call out
Windscreen Replacement or Repair	If the Windscreen is Replaced or Repaired **during your Hire Period** you will be notified of the applicable charges	You will be charged: • the costs we incur for the Windscreen Replacement or Repair; and a Tyres, Windscreen and Essential Items Damage Administration Charge of £50.
	You will be notified of the charges with respect to a Windscreen Replacement or Repair once the Vehicle has been assessed **at the end of the Hire Period**. Windscreen Replacements and Repairs are further explained in section 12.14 of the T&Cs	You will be charged: • the costs we incur for the Windscreen Replacement or Repair; • a Loss of Use Charge (if applicable and calculated as indicated in section 12.11.2.1 of the T&Cs); and • a Tyres, Windscreen and Essential Items Damage Administration Charge of £50.
	Emergency Call Out charge	• £90 per call out
Tyres, Windscreen and Essential Items Damage Administration Charge	Applies if we have to charge you for Loss of or Damage to Essential Items or Replacement Tyres or Windscreen or for a Tyre Repair as a result of damage caused whilst you are in possession of the Vehicle and the Replacement (Tyre and/or Windscreen) or Tyre Repair is carried out after you have returned the Vehicle to us at the end of the Hire Period. This charge pays for the back-office resource required to process associated paperwork.	£50

OTHER DAMAGE RELATED COSTS

Description	What is the Charge for?	Cost Inclusive of VAT (if applicable)
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	Currently £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

Updated: 13th October 2026

LIGHT DAMAGE MATRIX ***DE - No price available from Independent source so prices to be obtained via a Desktop Engineer**

Area	Element	Condition	MINI/ECONOMY	COMPACT	INTERMEDIATE/STANDARD	FULLSIZE/PREMIUM	LUXURY	PASSENGER VAN
Front	Bonnet	Scratch 2-5 cm	456	481	555	597	632	446
		Scratch/Scuff 5-15cm	603	637	736	785	828	592
		Scratch >15 cm	710	754	878	893	915	695
		Dent 2-5 cm	611	637	711	753	787	602
		Dent >5-15 cm	803	838	936	985	1,028	792
		Dent >15 cm	955	999	1,123	1,138	1,160	940
	Front Bumper	Scratch 2-5 cm	425	422	399	435	466	536
		Scratch/Scuff 5-15cm	541	539	513	566	601	676
		Scratch >15 cm	541	539	513	566	601	676
		Dent 2-5 cm	581	578	554	591	621	691
		Dent >5-15 cm	741	740	713	766	801	877
		Dent >15 cm	785	784	757	811	846	921
	Front Bumper Left	Scratch 2-5 cm	425	422	399	435	466	536
		Scratch/Scuff 5-15cm	541	539	513	566	601	676
		Scratch >15 cm	541	539	513	566	601	676
		Dent 2-5 cm	581	578	554	591	621	691
		Dent >5-15 cm	741	740	713	766	801	877
		Dent >15 cm	785	784	757	811	846	921
	Front Bumper Right	Scratch 2-5 cm	425	422	399	435	466	536
		Scratch/Scuff 5-15cm	541	539	513	566	601	676
		Scratch >15 cm	541	539	513	566	601	676
		Dent 2-5 cm	581	578	554	591	621	691
		Dent >5-15 cm	741	740	713	766	801	877
		Dent >15 cm	785	784	757	811	846	921
Left	Front Left Door	Scratch 2-5 cm	383	391	397	403	438	440
		Scratch/Scuff 5-15cm	527	539	546	541	581	605
		Scratch >15 cm	630	645	653	622	662	731
		Dent 2-5 cm	539	547	553	559	594	596
		Dent >5-15 cm	728	739	746	741	782	805
		Dent >15 cm	875	889	897	867	906	976
	Front Left Wing	Scratch 2-5 cm	259	270	272	290	307	286
		Scratch/Scuff 5-15cm	361	375	378	384	402	399
		Scratch >15 cm	418	433	437	434	449	464
		Dent 2-5 cm	414	426	427	445	463	442
		Dent >5-15 cm	561	575	578	585	602	599
		Dent >15 cm	663	678	682	679	693	709
	Left Central Pillar	Scratch 2-5 cm	271	279	293	303	337	364
		Scratch/Scuff 5-15cm	356	374	387	379	418	482
		Scratch >15 cm	393	417	430	406	448	555
		Dent 2-5 cm	426	435	449	459	493	520
		Dent >5-15 cm	556	574	587	579	618	682
		Dent >15 cm	638	662	675	651	693	800
	Left Front Pillar	Scratch 2-5 cm	247	268	312	273	324	262
		Scratch/Scuff 5-15cm	321	348	397	315	385	344
		Scratch >15 cm	349	382	437	335	412	377
		Dent 2-5 cm	403	424	468	429	480	418
		Dent >5-15 cm	521	549	597	515	586	544
		Dent >15 cm	594	627	682	580	657	622
	Left Mirror Cap/Housing	Scratch 2-5 cm	242	183	252	309	213	64
		Scratch/Scuff 5-15cm	242	183	252	309	213	64
	Left Pillar Moulding	Scratch 2-5 cm	39	112	37	DE	DE	66
		Scratch/Scuff 5-15cm	39	112	37	DE	DE	66
		Scratch >15 cm	39	112	37	DE	DE	66
		Dent 2-5 cm	39	112	37	DE	DE	66
		Dent >5-15 cm	39	112	37	DE	DE	66
		Dent >15 cm	39	112	37	DE	DE	66
	Left Rear Pillar	Scratch 2-5 cm	DE	DE	250	258	234	250
		Scratch/Scuff 5-15cm	DE	DE	250	258	234	250
		Scratch >15 cm	DE	DE	250	258	234	250
		Dent 2-5 cm	DE	DE	400	414	389	400
		Dent >5-15 cm	DE	DE	475	458	434	475
		Dent >15 cm	DE	DE	480	503	478	490
		Scratch 2-5 cm	DE	DE	DE	DE	DE	476

	Left Sliding Door	Scratch/Scuff 5-15cm	DE	DE	DE	DE	DE	653
		Scratch >15 cm	DE	DE	DE	DE	DE	792
		Dent 2-5 cm	DE	DE	DE	DE	DE	632
		Dent >5-15 cm	DE	DE	DE	DE	DE	854
		Dent >15 cm	DE	DE	DE	DE	DE	1,037
	Rear Left Door	Scratch 2-5 cm	341	359	366	366	403	404
		Scratch/Scuff 5-15cm	470	494	504	491	525	559
		Scratch >15 cm	558	590	600	560	576	669
		Dent 2-5 cm	497	515	522	522	559	560
		Dent >5-15 cm	670	695	704	691	725	759
		Dent >15 cm	803	834	845	804	821	914
	Rear Left Wing	Scratch 2-5 cm	331	349	339	369	444	525
		Scratch/Scuff 5-15cm	457	480	476	493	587	722
		Scratch >15 cm	552	568	559	565	670	880
		Dent 2-5 cm	487	505	495	524	600	680
		Dent >5-15 cm	657	680	677	693	788	923
		Dent >15 cm	797	813	804	810	915	1,125
Rear	**Hatchback**	Scratch 2-5 cm	376	400	424	420	488	563
		Scratch/Scuff 5-15cm	495	528	559	538	626	749
		Scratch >15 cm	572	607	651	600	696	894
		Dent 2-5 cm	532	556	579	576	644	719
		Dent >5-15 cm	696	728	759	738	826	949
		Dent >15 cm	817	852	895	845	941	1,139
	Rear Bumper	Scratch 2-5 cm	411	382	484	446	478	394
		Scratch/Scuff 5-15cm	527	495	623	584	634	503
		Scratch >15 cm	527	495	623	584	634	503
		Dent 2-5 cm	567	538	639	602	634	549
		Dent >5-15 cm	727	695	823	784	834	703
		Dent >15 cm	771	739	867	828	878	748
	Rear Bumper Left	Scratch 2-5 cm	411	382	484	446	478	394
		Scratch/Scuff 5-15cm	527	495	623	584	634	503
		Scratch >15 cm	527	495	623	584	634	503
		Dent 2-5 cm	567	538	639	602	634	549
		Dent >5-15 cm	727	695	823	784	834	703
		Dent >15 cm	771	739	867	828	878	748
	Rear Bumper Right	Scratch 2-5 cm	411	382	484	446	478	394
		Scratch/Scuff 5-15cm	527	495	623	584	634	503
		Scratch >15 cm	527	495	623	584	634	503
		Dent 2-5 cm	567	538	639	602	634	549
		Dent >5-15 cm	727	695	823	784	834	703
		Dent >15 cm	771	739	867	828	878	748
	Rear Bumper Spoiler	Scratch 2-5 cm	268	269	212	262	401	390
		Scratch/Scuff 5-15cm	354	355	288	358	503	501
		Scratch >15 cm	354	355	288	358	503	501
		Dent 2-5 cm	424	425	368	418	557	546
		Dent >5-15 cm	554	555	488	559	703	701
		Dent >15 cm	599	600	533	603	747	746
	Front Right Door	Scratch 2-5 cm	383	391	397	403	438	440
		Scratch/Scuff 5-15cm	527	539	546	541	581	605
		Scratch >15 cm	630	645	653	622	662	731
		Dent 2-5 cm	539	547	553	559	594	596
		Dent >5-15 cm	728	739	746	741	782	805
		Dent >15 cm	875	889	897	867	906	976
	Front Right Wing	Scratch 2-5 cm	259	270	272	290	307	286
		Scratch/Scuff 5-15cm	361	375	378	384	402	399
		Scratch >15 cm	418	433	437	434	449	464
		Dent 2-5 cm	414	426	427	445	463	442
		Dent >5-15 cm	561	575	578	585	602	599
		Dent >15 cm	663	678	682	679	693	709
	Rear Right Door	Scratch 2-5 cm	341	361	368	366	405	404
		Scratch/Scuff 5-15cm	470	497	507	491	527	559
		Scratch >15 cm	558	593	604	560	578	669
		Dent 2-5 cm	497	517	524	522	561	560
		Dent >5-15 cm	670	697	707	691	727	759
		Dent >15 cm	803	837	848	804	823	914
		Scratch 2-5 cm	331	349	339	369	444	525
		Scratch/Scuff 5-15cm	457	480	476	494	587	722

Right	Rear Right Wing	Scratch >15 cm	552	568	559	565	670	880
		Dent 2-5 cm	487	505	495	524	600	680
		Dent >5-15 cm	657	680	677	693	788	923
		Dent >15 cm	797	813	804	810	915	1,125
	Right Central Pillar	Scratch 2-5 cm	271	277	293	301	337	364
		Scratch/Scuff 5-15cm	356	371	387	378	418	482
		Scratch >15 cm	393	412	428	406	448	555
		Dent 2-5 cm	426	433	449	457	493	520
		Dent >5-15 cm	556	572	587	578	618	682
		Dent >15 cm	638	657	672	651	693	800
	Right Front Pillar	Scratch 2-5 cm	247	268	305	273	324	262
		Scratch/Scuff 5-15cm	321	348	387	315	385	344
		Scratch >15 cm	349	382	425	335	412	377
		Dent 2-5 cm	403	424	461	429	480	418
		Dent >5-15 cm	521	548	587	515	586	544
		Dent >15 cm	594	626	669	580	657	622
	Right Mirror Cap/Housing	Scratch 2-5 cm	243	183	252	310	215	64
		Scratch/Scuff 5-15cm	243	183	252	310	215	64
	Right Pillar Moulding	Scratch 2-5 cm	63	78	46	DE	DE	65
		Scratch/Scuff 5-15cm	63	78	46	DE	DE	65
		Scratch >15 cm	63	78	46	DE	DE	65
		Dent 2-5 cm	63	78	46	DE	DE	65
		Dent >5-15 cm	63	78	46	DE	DE	65
		Dent >15 cm	63	78	46	DE	DE	65
	Right Rear Pillar	Scratch 2-5 cm	DE	DE	250	258	234	250
		Scratch/Scuff 5-15cm	DE	DE	250	258	234	250
		Scratch >15 cm	DE	DE	250	258	234	250
		Dent 2-5 cm	DE	DE	400	414	389	400
		Dent >5-15 cm	DE	DE	475	458	434	475
		Dent >15 cm	DE	DE	480	503	478	490
	Right Sliding Door	Scratch 2-5 cm	DE	DE	DE	DE	DE	476
		Scratch/Scuff 5-15cm	DE	DE	DE	DE	DE	653
		Scratch >15 cm	DE	DE	DE	DE	DE	792
		Dent 2-5 cm	DE	DE	DE	DE	DE	632
		Dent >5-15 cm	DE	DE	DE	DE	DE	854
		Dent >15 cm	DE	DE	DE	DE	DE	1,037
Roof	Roof	Scratch 2-5 cm	479	578	613	664	611	999
		Scratch/Scuff 5-15cm	635	767	785	879	799	DE
		Scratch >15 cm	751	920	977	1,004	880	DE
		Dent 2-5 cm	635	734	769	820	767	1,154
		Dent >5-15 cm	835	967	985	1,079	999	DE
		Dent >15 cm	996	1,165	1,221	1,249	1,124	DE
Wheel	Alloy	Scuffed	110	110	110	110	110	110
		Heavy Scuffed	DE	DE	DE	DE	DE	DE

LIGHT DAMAGE MATRIX		*DE - No price available from Independent source so prices to be obtained via a Desktop Engineer				
Area	**Element**	**Condition**	**SMALL VAN**	**MEDIUM VAN**	**LARGE VAN**	**SPECIAL VAN**
Front	**Bonnet**	Scratch 2-5 cm	426	408	427	446
		Scratch/Scuff 5-15cm	563	537	560	586
		Scratch >15 cm	660	627	631	685
		Dent 2-5 cm	582	564	583	602
		Dent >5-15 cm	763	737	760	786
		Dent >15 cm	905	871	876	929
	Front Bumper	Scratch 2-5 cm	298	380	407	367
		Scratch/Scuff 5-15cm	391	490	534	477
		Scratch >15 cm	391	490	534	477
		Dent 2-5 cm	454	536	563	523
		Dent >5-15 cm	591	690	734	677
		Dent >15 cm	635	734	779	722
	Front Bumper Left	Scratch 2-5 cm	298	380	407	367
		Scratch/Scuff 5-15cm	391	490	534	477
		Scratch >15 cm	391	490	534	477
		Dent 2-5 cm	454	536	563	523
		Dent >5-15 cm	591	690	734	677
		Dent >15 cm	635	734	779	722
	Front Bumper Right	Scratch 2-5 cm	298	380	407	367
		Scratch/Scuff 5-15cm	391	490	534	477
		Scratch >15 cm	391	490	534	477
		Dent 2-5 cm	454	536	563	523
		Dent >5-15 cm	591	690	734	677
		Dent >15 cm	635	734	779	722
Left	**Front Left Door**	Scratch 2-5 cm	438	484	457	458
		Scratch/Scuff 5-15cm	604	666	622	627
		Scratch >15 cm	726	805	729	751
		Dent 2-5 cm	594	639	613	614
		Dent >5-15 cm	804	866	823	827
		Dent >15 cm	971	1,049	974	995
	Front Left Wing	Scratch 2-5 cm	266	285	283	280
		Scratch/Scuff 5-15cm	371	395	384	387
		Scratch >15 cm	432	460	438	447
		Dent 2-5 cm	422	440	438	436
		Dent >5-15 cm	571	596	585	587
		Dent >15 cm	677	705	683	692
	Left Central Pillar	Scratch 2-5 cm	285	304	323	309
		Scratch/Scuff 5-15cm	371	397	418	395
		Scratch >15 cm	418	446	465	439
		Dent 2-5 cm	441	460	479	465
		Dent >5-15 cm	571	597	618	596
		Dent >15 cm	663	690	710	684
	Left Front Pillar	Scratch 2-5 cm	265	320	224	215
		Scratch/Scuff 5-15cm	347	412	279	274
		Scratch >15 cm	386	463	297	293
		Dent 2-5 cm	421	476	380	370
		Dent >5-15 cm	547	612	479	475
		Dent >15 cm	630	708	541	537
	Left Mirror Cap/Housing	Scratch 2-5 cm	137	60	44	63
		Scratch/Scuff 5-15cm	137	60	44	63
	Left Pillar Moulding	Scratch 2-5 cm	65	DE	DE	DE
		Scratch/Scuff 5-15cm	65	DE	DE	DE
		Scratch >15 cm	65	DE	DE	DE
		Dent 2-5 cm	65	DE	DE	DE
		Dent >5-15 cm	65	DE	DE	DE
		Dent >15 cm	65	DE	DE	DE
	Left Rear Pillar	Scratch 2-5 cm	215	283	232	266
		Scratch/Scuff 5-15cm	215	351	232	322
		Scratch >15 cm	215	384	232	348
		Dent 2-5 cm	371	439	388	422
		Dent >5-15 cm	415	551	433	522
		Dent >15 cm	460	629	477	593
		Scratch 2-5 cm	483	619	816	755
		Scratch/Scuff 5-15cm	663	845	1,115	1,020

	Left Sliding Door	Scratch >15 cm	805	1,034	1,318	1,042
		Dent 2-5 cm	639	774	972	911
		Dent >5-15 cm	864	1,045	1,315	1,220
		Dent >15 cm	1,050	1,278	1,562	1,287
	Rear Left Door	Scratch 2-5 cm	DE	384	DE	363
		Scratch/Scuff 5-15cm	DE	529	DE	485
		Scratch >15 cm	DE	630	DE	583
		Dent 2-5 cm	DE	539	DE	519
		Dent >5-15 cm	DE	730	DE	685
		Dent >15 cm	DE	875	DE	828
	Rear Left Wing	Scratch 2-5 cm	497	535	744	469
		Scratch/Scuff 5-15cm	683	734	1,012	633
		Scratch >15 cm	827	893	1,246	751
		Dent 2-5 cm	653	691	900	625
		Dent >5-15 cm	883	934	1,212	834
		Dent >15 cm	1,072	1,138	1,490	996
Rear	**Hatchback**	Scratch 2-5 cm	DE	1,005	DE	DE
		Scratch/Scuff 5-15cm	DE	1,367	DE	DE
		Scratch >15 cm	DE	1,367	DE	DE
		Dent 2-5 cm	DE	1,161	DE	DE
		Dent >5-15 cm	DE	1,567	DE	DE
		Dent >15 cm	DE	1,612	DE	DE
	Rear Bumper	Scratch 2-5 cm	541	374	366	311
		Scratch/Scuff 5-15cm	726	500	456	408
		Scratch >15 cm	726	500	460	453
		Dent 2-5 cm	697	530	522	467
		Dent >5-15 cm	927	701	656	608
		Dent >15 cm	971	745	705	698
	Rear Bumper Left	Scratch 2-5 cm	541	374	366	311
		Scratch/Scuff 5-15cm	726	500	456	408
		Scratch >15 cm	726	500	460	453
		Dent 2-5 cm	697	530	522	467
		Dent >5-15 cm	927	701	656	608
		Dent >15 cm	971	745	705	698
	Rear Bumper Right	Scratch 2-5 cm	541	374	366	311
		Scratch/Scuff 5-15cm	726	500	456	408
		Scratch >15 cm	726	500	460	453
		Dent 2-5 cm	697	530	522	467
		Dent >5-15 cm	927	701	656	608
		Dent >15 cm	971	745	705	698
	Front Right Door	Scratch 2-5 cm	438	484	457	458
		Scratch/Scuff 5-15cm	604	666	622	627
		Scratch >15 cm	726	805	729	751
		Dent 2-5 cm	594	639	613	614
		Dent >5-15 cm	804	866	823	827
		Dent >15 cm	971	1,049	974	995
	Front Right Wing	Scratch 2-5 cm	266	285	283	280
		Scratch/Scuff 5-15cm	371	395	384	387
		Scratch >15 cm	432	460	438	447
		Dent 2-5 cm	422	440	438	436
		Dent >5-15 cm	571	596	585	587
		Dent >15 cm	677	705	683	692
	Rear Right Door	Scratch 2-5 cm	DE	384	DE	363
		Scratch/Scuff 5-15cm	DE	529	DE	485
		Scratch >15 cm	DE	630	DE	583
		Dent 2-5 cm	DE	539	DE	519
		Dent >5-15 cm	DE	730	DE	685
		Dent >15 cm	DE	875	DE	828
	Rear Right Wing	Scratch 2-5 cm	556	608	848	570
		Scratch/Scuff 5-15cm	761	830	1,161	776
		Scratch >15 cm	928	1,015	1,395	893
		Dent 2-5 cm	711	764	1,004	725
		Dent >5-15 cm	962	1,030	1,361	976
		Dent >15 cm	1,172	1,259	1,640	1,138
		Scratch 2-5 cm	285	304	322	309

Right	**Right Central Pillar**	Scratch/Scuff 5-15cm	371	397	417	395
		Scratch >15 cm	418	445	464	439
		Dent 2-5 cm	441	460	478	465
		Dent >5-15 cm	571	597	618	595
		Dent >15 cm	663	690	709	684
	Right Front Pillar	Scratch 2-5 cm	265	320	223	215
		Scratch/Scuff 5-15cm	347	412	278	274
		Scratch >15 cm	386	463	295	293
		Dent 2-5 cm	421	476	379	370
		Dent >5-15 cm	547	612	478	475
		Dent >15 cm	630	708	540	537
	Right Mirror Cap/Housing	Scratch 2-5 cm	137	60	44	64
		Scratch/Scuff 5-15cm	137	60	44	64
	Right Pillar Moulding	Scratch 2-5 cm	65	DE	DE	DE
		Scratch/Scuff 5-15cm	65	DE	DE	DE
		Scratch >15 cm	65	DE	DE	DE
		Dent 2-5 cm	65	DE	DE	DE
		Dent >5-15 cm	65	DE	DE	DE
		Dent >15 cm	65	DE	DE	DE
	Right Rear Pillar	Scratch 2-5 cm	215	283	232	266
		Scratch/Scuff 5-15cm	215	351	232	322
		Scratch >15 cm	215	384	232	348
		Dent 2-5 cm	371	439	388	422
		Dent >5-15 cm	415	551	433	522
		Dent >15 cm	460	629	477	593
	Right Sliding Door	Scratch 2-5 cm	483	602	889	889
		Scratch/Scuff 5-15cm	663	840	1,205	1,205
		Scratch >15 cm	805	1,026	1,496	1,496
		Dent 2-5 cm	639	758	1,045	1,045
		Dent >5-15 cm	864	1,040	1,406	1,406
		Dent >15 cm	1,050	1,271	1,741	DE
Roof	**Roof**	Scratch 2-5 cm	926	803	543	527
		Scratch/Scuff 5-15cm	DE	DE	DE	DE
		Scratch >15 cm	DE	DE	DE	DE
		Dent 2-5 cm	1,082	959	699	683
		Dent >5-15 cm	DE	DE	DE	DE
		Dent >15 cm	DE	DE	DE	DE
Wheel	**Alloy**	Scuffed	110	110	110	110
		Heavy Scuffed	DE	DE	DE	DE

PRIVACY POLICY

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Thank you for renting with Europcar

1. Who processes your Personal Data?

Europcar Group UK Limited, whose registered office is 1 Great Central Square, Leicester, LE1 4JS, United Kingdom (hereinafter referred to as "**we**", "**us**" or "**our(s)**") is the "**Data Controller**" of your Personal Data collected and processed via this website, our mobile applications, our rental stations or through any other contact you may have with us in order to offer you mobility solutions and services.

The terms "**Europcar**", "**we**", "**us**" or "**our**" that we use in this policy refer to **Europcar Group UK Limited**. In accordance with the applicable regulations on the protection of personal data, Europcar Group UK Limited is the "**Data Controller**".

Europcar Group UK Limited is a member of the Europcar Mobility Group. The term "**our Group**" refers to Europcar Mobility Group.

When you communicate Personal Data to us or when we collect Personal Data about you, we undertake to use it in accordance with this Policy.

2. What Personal Data do we collect about you?

As a provider of mobility solutions, we collect and process various categories of Personal Data in connection with this website and our mobile applications and in order to provide you with our products and services.

By Personal Data, we mean not only data that identifies you directly, but also data that identifies you indirectly.

The categories of Personal Data that we collect in the context of our services and the use of our website and our mobile applications include the following:

- Your identification data: surname, first name, email address, telephone number, postal address, date of birth, account identifier;
- If applicable, identification data of additional driver(s): surname, first name, email address, telephone number, postal address;
- Your driver's licence and that of any additional driver(s);
- Payment data: account numbers, card numbers, etc;
- Financial data: your invoices;
- As the case may be, data relating to traffic violations or other fines and penalties;
- Information about your flight in the event that the pickup location of your vehicle is an airport;
- Information on your vehicle reservation, in particular for the management of any loyalty programs;
- Data relating to your navigation on our website or our mobile applications;
- Data relating to your satisfaction surveys or from your interactions on our dedicated social media pages;
- Voice, audiovisual and electronic data: recordings of your communications by email, chat or telephone with our customer service department;
- Information collected through our Connected Vehicle (if the vehicle that you rent is a Connected Vehicle): vehicle status, damage or accident information, vehicle performance data, operational and diagnostic data, mileage information, acceleration and braking speeds, fuel consumption and fuel levels, tyre pressure, odometer readings, vehicle location and other vehicle information. For any information regarding the data processing of Europcar's Connected Vehicles, please consult the dedicated Privacy Policy at:

https://www.europcar.com/files/live/sites/erc/files/connected-cars/privacy-policy.pdf; and

- Data related to cookies and other similar technologies. For information on the use of cookies, please consult our policy.

We collect most of your Personal Data directly from you but we may receive Personal Data from third parties, including the competent authorities in charge of managing fines for traffic violations.

3. For what purposes do we process your Personal Data?

We collect and process your Personal Data for various purposes and on the following legal basis:

Purposes of the processing	Legal basis of the processing
The creation and management of your customer account	This processing activity is based on the acceptance of the terms and conditions of use of our website or our mobile applications.
The management of your reservation and rental contract, in particular for: - confirming, modifying or cancelling your reservation; - to communicate with you regarding your reservation and rental (for example, to provide you with information about your reservation and rental, to send you reminder notifications before you return your vehicle, to answer your questions or suggestions); - manage your rental; - manage your payment and invoices; - manage the collection of amounts due, including costs such as fines for traffic violations; damage to the vehicle or compensation for damage to the vehicle); - managing any claims; - purchase and manage insurance for your vehicle.	These processing activities are necessary for the execution of the rental services contract that you enter into with us. You can choose to register your credit card for your future bookings.
Some repetitive data inputting and analysis tasks are conducted using Robotic Process Automation, which automatically processes data and in some instances utilises a learning algorithm, which is a simple form of Artificial Intelligence.	This processing is conducted on the basis of our legitimate interest to improve efficiency and accuracy of data input and analysis, which enables commercial efficiencies and improved customer experience and/or journey.
Fight against credit card fraud	This processing is based on our legitimate interest in protecting ourselves against credit card fraud.
Fight against fraud and other criminal activity. We may obtain information about you from credit reference agencies, insurance data sources (including the Claims Underwriting Exchange and MIB) 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 4 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	This processing is based on our legitimate interest in protecting ourselves against fraud and other criminal activity relating to the rental and use of our vehicles.
Conducting satisfaction surveys to improve your experience with our products / services	This processing is based on our legitimate interest to improve our knowledge of our customers' needs and to improve our services and customer service.
Chatting in real time on our website.	This processing is based on our legitimate interest in answering website users' questions about our products and services.
Conducting business development and marketing activities, including: - sending emails and SMS notifications about special offers and promotions; - recording your rental history to suggest our products and services to you when you search for new bookings or to send you special offers and benefits; - managing your loyalty program and membership card; - organising contests and prize draws; - sending emails about a booking we have not completed or	Our commercial and marketing activities, i.e. the sending of commercial messages to promote our products and services (i) to (iv) are subject to your consent. In the event that you are already our customer, you may receive commercial messages for products and services similar to those we have already provided to you. The sending of these messages will be based on our legitimate interest in communicating about our products and services. Processing activities included in category (v) are based on our legitimate interest to simplify and speed up the reservation

about the status of your booking requests; - the management and updating of the prospect database	process for our customers. Processing activities included in category (vi) are based on our legitimate interest to manage our prospect database.
The management of fines and penalties, in particular for: - the transfer of 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;	This processing activity is based on our legal obligations, in particular our obligation under legislation such as the Road Traffic Act 1988 and/or other similar legislation.
The management and maintenance of a list of customers presenting certain risks to our business and/or staff, with regard to: - payment incidents resulting in legal proceedings; - traffic accidents or repeated damage; - inappropriate or abusive conduct towards our employees or our customers; - the use of our vehicles in violation of the general rental conditions including the use of our vehicles for criminal or alleged criminal activity.	This processing activity is based on our legitimate interest, in particular our interest in asserting our rights, to prevent risks and fraud related to the execution of your contract and to prevent and manage abusive behaviour towards our employees. In this respect, we seek to maintain a fair balance between the need to process your Personal Data and respect for your rights and freedoms, in particular the protection of privacy. If you appear on this list of at risk customers, your reservation request will be rejected. You may challenge this decision by sending an email to the following address: **uk.security@europcar.com**
Video surveillance on our premises	This processing activity is based on our legitimate interest in ensuring the safety of property and persons in our rental stations, by a deterrent effect or in such a way as to be able to identify the perpetrators of damage, theft or aggression.
Analysis of navigation data on our website and mobile applications	This processing is based on our legitimate interest in improving our products and services.
Assess eligibility; prevent bad debts and fraud	We will carry out a soft credit check with the credit reference agency Experian to (i) verify your identity; (ii) help us ensure that you meet our eligibility criteria by having the capacity to pay in full the fees under the vehicle rental contract (and any associated charges); and (iii) prevent fraud and other criminal activity. We will use credit scoring and an automated decision-making process to make this eligibility assessment. This soft credit check does not affect your credit score and it will not appear as a visible search on your credit report. The underlying information about your credit history is held by Experian. See https://www.experian.com/blogs/ask-experian/what-is-a-soft-inquiry/ for more information about soft credit checks. You can access your credit file by contacting Experian on 0800 013 8888. Experian's Privacy Policy can be found at: https://www.experian.co.uk/consumer/privacy.html and you can contact their Data Protection Officer at uk.dpo@experian.com. If we decline your application to rent a vehicle on the basis of the eligibility check you will be notified of this and of your entitlement to make representations to Europcar and how to contest the decision. You have a number of privacy rights (as set out in section 6) including the right to object to the use of your data when it is processed on the basis of legitimate interests. See section 7 for details of how to contact Europcar to exercise your privacy rights. If you have questions about the soft credit check process including our affordability criteria which are used to make eligibility decisions, please contact our Customer Qualification Team at uk.qualification@europcar.com. A Decline decision does not affect your ability to rent a car with another rental company or your ability to rent a car with Europcar at a future date. **Legal basis of the processing:** This processing is based on: (a) our legitimate interests in (i) protecting ourselves against bad debtors and fraud relating to the rental and use of our vehicles; and (ii) to protect consumers by preventing over-indebtedness; and (b) contractual necessity, in order to deliver the contractual services.

4. Who are the recipients of your personal data?

4.1 Categories of recipients

If necessary, your Personal Data may be communicated:

a. to our employees, our authorised representatives, other companies within our Group and our franchise network, our agents and intermediaries mandated to provide you with our products and services;
b. to our subcontractors, in particular our IT service providers for hosting, maintenance or development purposes, who assist us in providing you with our products and services or collection agencies which help us recover unpaid sums. These may be entities that are members of our Group or external service providers;
c. to our insurance services companies to purchase and manage insurance for your vehicle;
d. advertising agencies, marketing agencies, social networking and digital agencies to help us carry out advertising, marketing and sales campaigns and to analyse the effectiveness of these campaigns;
e. to law enforcement bodies (and their foreign counterparts in the case of offences committed abroad) and other public and private sector bodies for the purposes of (i) dealing with alleged or actual road traffic or driving offences and/or associated fines and (ii) fraud detection and prevention; and private parking companies dealing with alleged or actual breaches of contract;
f. for the management and updating of the list of persons presenting certain contractual risks, to the vehicle rental industry generally and its staff. The register is managed by our trade association the British Vehicle Rental and Leasing Association (BVRLA). For more details visit www.bvrla.co.uk.
g. to companies providing operational support to our business including authentication of you, your driving licence and driving history (including, but not limited to, the DVLA and Synectics Solutions Limited);
h. to our partners or those of our Group that enable you to collect loyalty points when you are a member of their program:

List of Europcar Mobility Group's partners:

- AAdvantage
- Accor Hotel
- Aeroflot
- Air Europa
- American Express Rewards
- Asia Miles
- Biglife SDN BHD (Air Asia)
- Delta Airlines
- Ecos Mobility & Hospitality Private Limited
- Emirates SkyWard
- Finnair Plus
- Fly SAS
- Flying Blue
- Gulf Air Falcon Flyer
- Lufthansa
- Melia Rewards
- Miles & More
- Oman Air Sindbad
- Qatar Privilege Club
- Radisson Rewards
- Routes Car Rental
- Royal Air Maroc
- Shouqi Car Rental & Leasing Limited Liability Company
- Silvercar
- Singapore Krisflyer
- TAP Miles & Go
- Times Mobility Co LTD
- Turkish Airlines
- Ubeeqo
- UIA Panorama Club

List of Europcar Group UK partners:
- Nectar 360 Limited

We may also disclose your Personal Data in accordance with applicable laws and regulations to the relevant authorities.

Use of Facebook

All Facebook features and services available on our website or applications are governed by the Facebook Privacy Policy, which you can read for more information about your rights and settings options.

By using one of our website/applications, you can:
- Use Facebook social plug-ins, such as "like" or "share" our content on the Facebook Platform;
- Accept cookies from our website or applications (also known as "Facebook Pixel"), which will help us understand your activities, including information about your device, how you use our services, the purchases you make, and the ads you view, whether or not you have a Facebook account or are logged in to Facebook.

When you use these Facebook features we collect data that help us to:
- Display ads that may be of interest to you on Facebook (or Instagram, Messenger or any other Facebook service);
- Measure and analyse the effectiveness of our website, applications and advertisements.

Full Credit Check

If you fail to pay the rental charges to Europcar (or any applicable additional charges such as for vehicle damage) within 28 days of the debt becoming due or you do not agree to the terms of a payment plan with Europcar, your payment performance data relating to the outstanding debt will be shared with Experian in accordance with standard industry practices. A full credit check will be carried out in such circumstances with credit reference agencies, see section 2.2.3.2 of the terms and conditions of hire for more information.

4.2 International transfers

In order to provide you with our products and services we may use service providers located outside the European Union (in particular in the United States, Morocco and Israel). In the event that the vehicle is booked abroad, data transfers will be carried out in the country in question in order to provide you with our mobility solutions.

Depending on the assumptions, some recipients may be located in countries recognized by the European Commission as providing an adequate level of protection

of Personal Data or in countries that have not been recognized by the European Commission as providing such a level of protection. In any case, we have implemented appropriate protection measures to protect your Personal Data in accordance with data protection regulations.

For more information about the countries to which your Personal Data may be transferred, their level of data protection and the potential protective measures implemented by EC, click here: https://www.europcar.com/files/live/sites/Europcar/files/Privacy%20Policy/List%20of%20intra-group%20recipients%20of%20personal%20data%20for%20Europcar%20entities.pdf

5. How long do we keep your Personal Data?

Your Personal Data are kept for different periods of time, depending on the purposes of the processing concerned:

Purposes of the processing	Data retention periods
The creation and management of your customer account	For the duration of the business relationship and 5 years after the end of the business relationship.
The processing of your reservation and rental contract, in particular for: - Confirming, modifying or cancelling your reservation; - Communicating with you regarding your reservation and rental (for example, to provide you with information about your reservation and during your rental, to send you reminder notifications before you return your vehicle, to answer your questions or suggestions); - manage your rental; - manage your payment and invoices; - manage the collection of sums due (including subsequent costs such as fines for traffic violations, or compensation for damage to the vehicle); - managing claims; - taking out and managing your vehicle insurance	For 5 years after the end of the reservation.
Monitoring of Connected Vehicles	The data are kept for a period of 12 months. In the event of damage or offences against property, investigation of damage and accidents caused to the vehicle, Personal Data may be retained until the cases are resolved (including until the closure of any legal or judicial proceedings).
Verifying your identity and to carry out credit and fraud prevention checks prior to releasing a vehicle to you at the start of the rental and where subsequently required	13 months from the effective payment
Fight against fraud and other criminal activity	For the duration for which the risk exists which may in some cases be indefinitely where fraud or criminal activity has been identified. Where no fraud or criminal activity is identified the data is subject to the retention periods as set out in this section 5.
The improvement of our products and services according to your preferences by carrying out satisfaction surveys.	3 years from our last contact
Chatting in real time on our website.	3 years from our last commercial contact
Conducting business development and marketing activities, including: - Sending emails and SMS notifications about special offers and promotions; - Recording your rental history to suggest products/services to you when searching for new bookings or to send you special offers and benefits; - sending emails relating to a booking that we have not completed or reporting the status of your booking requests; - managing your loyalty program and membership card; - organising contests and prize draws; - the management and updating of the prospect database.	- if you are a Europcar customer, 3 years from the end of the business relationship with EC. - If you are not a Europcar customer, 3 years from the collection of your Personal Data OR from the last time you requested information from us.

The management of fines, in particular for: -the transfer of 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;	For the time necessary to identify the driver responsible for committing the offence giving rise to the contravention, which should not exceed 45 days from receipt of the contravention. However, relevant information may be retained for a longer period of time from the receipt of the request, for reasons of archiving.
The management and maintenance of a list of customers presenting certain risks to our business and/or staff, with regard to: - payment incidents resulting in legal proceedings; - traffic accidents or repeated damage - inappropriate or abusive conduct towards our employees or our customers; - the use of our vehicles in violation of the general rental conditions including the use of our vehicles for criminal or alleged criminal activity.	3 or 5 years from the date of creation or modification of the last rental and depending on the nature of the event
Video surveillance on our premises	No more than a month.
Analysis of navigation data on our website and mobile applications	Please, refer to our Cookie Policy which can be found at https://www.europcar.co.uk/cookie-policy

6. What rights can you exercise regarding the processing of your personal data?

Within the limits and conditions allowed by the regulations in force, you can:

- **access** your Personal Data and obtain further information as to the characteristics of the processing we carry out;
- have your Personal Data **corrected, updated and deleted,** it being specified that deletion can only be carried out when
  - (i) the data is no longer necessary in relation to the purposes for which it was processed,
  - (ii) you withdraw your consent and there is no other legal basis for the processing,
  - (iii) you **object** to the processing of your Personal Data and there is no compelling legitimate reason for the processing
  - (iv) it has been established that your Personal Data has been processed unlawfully,
  - (v) the Personal Data must be deleted in order to comply with one of our legal obligations
- you **object** to the processing of your Personal Data based on legitimate interest, which you can check by taking a look at the table shown in part 3 of this Privacy Policy ("For what purpose do we process your Personal Data") and in particular the column entitled "Legal basis of the processing"
- you **object** to the processing of your Personal Data for commercial prospecting purposes
- **receive** the Personal Data you have provided us with or request us to pass them on to a third party when the processing of your Personal Data
  - (i) has been carried out by automated means; and
  - (ii) is based on your consent or on the execution of a contract binding us
- **request the limitation** of the processing of your Personal Data, which means that we will not be able to use your Personal Data for a defined period of time. You can exercise this right when:
  - (a) you dispute the accuracy of your Personal Data for a period of time that allows us to verify the accuracy of your Personal Data;
  - (b) the processing of Personal Data is unlawful and you object to the deletion of your Personal Data and instead demand that its use be restricted;
  - (c) we no longer need your Personal Data but they are still required for the establishment, exercise or defence of legal claims;
  - (d) you object to the processing for reasons relating to your particular situation, while we are checking whether the legitimate reasons we pursued by Europcar Group UK Limited take precedence over your own.
- **withdrawing your consent** to treatment based on your consent
- **submit a complaint** to a Supervisory Authority. In England, the Supervisory Authority is the Information Commissioner's office at **https//:ico.org.uk/.**

7. How do you exercise your rights?

If you would like to know more about the provisions of this Privacy Policy or to contact our Data Protection Officer, you can also write to us at the following address:

Director of Legal Services, Europcar Group UK Limited,
1 Great Central Square, Leicester LE1 4JS

or by e-mail to: dpo@europcar.com

To exercise your rights, you must prove your identity by clearly indicating your surname, first names, driver ID and any useful information enabling us to identify you (such as the place and date of your last vehicle rental). You must also give us the e-mail address or the physical address to which you would like the reply to be sent to you.

8. How do you exercise your rights?

Europcar Group UK Limited is committed to protecting the information it collects through this website.

In particular, ECI uses appropriate physical, technical and organisational security measures to prevent unauthorised or unlawful processing, accidental loss of or destruction of or damage to your personal data.

Europcar Group UK Limited's systems are configured with data encryption, or scrambling technologies,and industry-standard firewalls. When you send personal information to a Europcar Group UK Limited 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 Europcar Group UK Limited 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.

9. What rules apply to the processing of your Personal Data when you click on links placed on our website, redirecting to our partners' or other sites?

On this site you will find various links to the websites of our partners (e.g. for travel services). We would like to draw your attention to the fact that this Privacy Policy does not apply to the processing of your Personal Data by our partners or other third parties, which may occur when you visit their websites, and that we are not responsible for such data processing. If you would like information on how these partners and third parties process your Personal Data, we invite you to consult their Privacy Policies.

10. Changes to this Privacy Policy

This Privacy Policy was last updated on 1 November 2024.