

# FOR TOTAL PEACE OF MIND

## Your Guide to a Smooth Journey

### BEFORE SETTING OFF

**This guide is designed to make your hire as smooth as possible. Please take time to read it before setting off, as it contains important information that will help you to avoid any potential charges or fines that could arise during your hire period.**

You should read this guide alongside the Terms and Conditions of Hire that were sent to you in your booking confirmation email, as we'll point you towards the section(s) that will give you full details of the relevant charge or fine.



#### CHECK YOUR RENTAL AGREEMENT AND THE VEHICLE

Please take some time before leaving the Branch to ensure that the information printed on the Rental Agreement relating to your hire is correct. Are all personal details accurate – both your own and those of any other authorised driver(s) (see section 2.4 in the Terms and Conditions of Hire relating to authorised drivers)? Does it properly reflect the pick-up (or delivery) and return dates and location(s)? Have you purchased any optional extras or Protection packages to enhance your insurance cover? If so, have they all been recorded?

It is really important to check the vehicle over – both inside and out – before you drive it anywhere. Any damage that we found when we were preparing your vehicle should be noted on your Rental Agreement. If there is anything that isn't listed please let us know straight away – ideally before you leave our branch.

If you picked up your vehicle or had it delivered outside daylight hours; or if you were not present when your vehicle was delivered, then please check the vehicle over within the first 24 hours of your rental start time.

If you find any damage that wasn't recorded on your Rental Agreement then please either call us on 0371 384 3477 or email us at [damage.hotline@europcar.com](mailto:damage.hotline@europcar.com) straight away to let us know. We'll need to know your Rental Agreement number or the Vehicle Registration number and details of the damage.

#### Familiarise yourself with the vehicle

Every vehicle is different so it's important to make sure you know where all the essential controls are on your rental vehicle: things like headlights, hazard warning lights, parking brake and the type of fuel the vehicle uses.

If you need further information on the operating instructions for the vehicle, please visit [vic.europcar.co.uk](http://vic.europcar.co.uk) or speak to a member of our team before leaving the branch.

### DURING THE RENTAL PERIOD

#### Deposit

The security deposit amount shown on your Rental Agreement has been authorised and held on your payment card. If there is nothing extra to pay when you return the vehicle to us then we'll ask your bank to release the deposit amount. Depending on your bank's policy this process may take up to 10 working days after the end of the hire period. The maximum time a deposit can be held before it automatically expires is 30 days from the date we authorise it.

#### Compliance with road traffic laws and regulations

If you're not used to driving on UK roads please take time to familiarise yourself with the local driving regulations, as they will differ to those in other countries. For example, here in the UK we drive on the left hand side of the road and it is illegal to use a handheld mobile phone whilst you are driving.



#### DRIVING ABROAD

Not all of our vehicles can be taken overseas into Europe. It is therefore important that if you wish to use our vehicle for your trip you should, in the first instance and **at least 48 hours before your intended departure date**, check with our branch to make sure there are no restrictions on your vehicle. If your particular vehicle is not one of our designated overseas vehicles we will do our very best to find you a suitable alternative from our fleet. By giving us at least 48 hours notice you allow us enough time to make appropriate arrangements for you.

Whether you are driving into or through Europe or crossing from either the UK Mainland or Northern Ireland into the Republic of Ireland, you will need to have purchased either our Europdrive Pack (in the case of Europe) or our Cross Border Pack (for travelling into Northern Ireland and into the Republic). Each of these packs include essential documents required by the country you're visiting or travelling in or through, as well as providing breakdown cover in those countries.

Please speak to the branch that supplied your vehicle or contact our reservations team on 0371 384 0235\* for more details. To view tips and guidelines for driving abroad, please go to [www.fco.gov.uk](http://www.fco.gov.uk).

#### Extending your hire period

The time that your vehicle is due to come back to us is shown on your Rental Agreement. If you'd like to extend your hire beyond this time it is important to contact your return / collection branch at least two working hours before the vehicle is due to be returned to us. This will ensure we have enough time to arrange the extension for you.



#### FINES & PENALTIES

Nobody likes fines and penalties – and we really don't want you to incur them – so please take time to read this bit about how to avoid incurring any during your hire period.

There are two main points to remember:

- While out and about in your hire vehicle make sure you pay the relevant fees for all the services you use like car parks or on-street parking, plus road and bridge tolls, the Dartford Crossing, the London Congestion Zone and / or other Clean Air Zones.
- If you're driving on unfamiliar roads pay special attention to the regulations in that area: be aware of speed limits, bus and cycle lanes, pedestrian only zones and parking restrictions, so that you don't accidentally breach them.

We know mistakes happen so it's worthwhile reading section 9.3 of the Terms and Conditions of Hire for details of the charges that will apply if you do incur any fines or penalties during your hire period.



#### SMOKING

It's really important that you don't smoke, vape or use e-cigarettes in any of our vehicles. Not only is it against the law it also means our vehicles will stay fresh for the benefit of all our customers and those that come after you.

All our vehicles display a no-smoking sign on the windscreen and we'd ask that you respect the request.

#### Reporting damage

If the vehicle is damaged during your hire period, please report this by calling First Call Assist on **0800 0280 999** as soon as it is safe to do so.

Please read section 12 of the Terms and Conditions of Hire for more information relating to damage to the vehicle.



#### REPORTING AN INCIDENT

Please refer to the separate Incident Card for assistance in the event of an incident, which can be found in the glove compartment.

\*Calls will be charged at a local rate. Other networks and mobiles may vary. Calls may be recorded for training and monitoring purposes.

## RETURNING YOUR VEHICLE

Except for our branches at major airports and large city locations our normal opening hours for most other branches are **Monday – Friday 08:00 to 18:00, Saturday 08:00 to 13:00** but **closed on Sundays and Bank Holidays**. At major airports and large city locations, in addition to longer hours Monday – Saturday, we are also open on Sundays and Bank Holidays.

You can check the opening hours of all our branches before setting out at [europcar.co.uk](https://www.europcar.co.uk). If you wish to return your vehicle to a branch other than the one shown on your Rental Agreement please contact us beforehand to arrange this.

### Early returns

If, for any reason, you need to return the vehicle before the end of the hire period you are of course welcome to do so. However, unfortunately, we can't refund any unused rental days to you if you choose to do this. If you wish to take up this option then simply take the vehicle back to the Europcar return branch and hand the vehicle keys to one of our agents.

### Late returns

Please allow plenty of time to get back to your return branch, especially at airports. The time your vehicle is due back is shown on your Rental Agreement. Just so you know, you have a 29 minute grace period after the end of your hire period in which to return the vehicle without incurring extra hire charges.

### Out-of-hours returns

You can return your vehicle to some of our branches even when they are closed by using our secure key drop-off box. Please ask your return branch about this beforehand to ensure the service is available there. They will be able to give you full details of the price and process to follow.

Some useful points on using this service are:

- Ensure the vehicle is parked legally in a safe, well-lit area.
- If using a parking meter please make sure you pay for at least eight working hours.
- You could also take photographs and/or video recordings of the vehicle in its final parking place to verify its condition at the time you returned it.

### Vehicle collections

If you've asked us to collect the vehicle at the end of your hire please ensure that it is parked in a place that will allow us up to eight working hours from the end of your hire period to collect it without the imposition of parking, clamping, towing or compound charges.

### Mileage allowance and excess mileage

Please take note of the Inclusive Mileage Allowance shown on your Rental Agreement. The cost for any miles you drive in excess of that Mileage Allowance during your hire can be found in the Tariff Guide attached to the Terms and Conditions of Hire. The mileage of the vehicle is recorded from the time it leaves our branch (either to be delivered to you or when you collect it) until it is returned to us and you give us back the keys.

### REFUELLING / RECHARGING YOUR VEHICLE

Petrol, diesel and hybrid fuel vehicles are supplied with a full tank of fuel. You can either:

1. return the vehicle to us with a full tank of fuel; or
2. purchase our Full Tank Option at the rental counter. This is where you pay (by way of pre-authorisation on your payment card) for a tank of fuel upfront and means you don't need to ensure the tank is full on your return.

Fully electric vehicles are supplied with a minimum of 80% charge. Please return them to us with a minimum of 80% charge. Plug-in hybrid vehicles are supplied with a full tank of fuel, but no minimum battery charge. Please return them to us with a full tank of fuel (unless you have purchased our Full Tank Option – see note 2 in this section). There is no minimum battery charge level required on return.

### Personal belongings & waste

Please check the vehicle thoroughly and remove:

1. all personal belongings from it before you return it. Unfortunately we cannot accept liability for any items left in the vehicle or on our premises at the end of the hire period; and
2. all and any waste and/or refuse items that may have accumulated during your hire period (see section 11.1.1.4 for further information relating to our waste policy).

### Personal data

If you have entered any data into the vehicle's navigation or other onboard system, it's really important that you delete this in its entirety before you return the vehicle to us.

### Invoice queries

If you need any further information about your invoice or wish to reprint your invoice please visit [europcar.co.uk](https://www.europcar.co.uk) from a desktop computer and select the options in the help menu.

## ASSESSING DAMAGE

Please return your vehicle in the same condition as you received it at the start of your hire. We will inspect the vehicle with you when you return it and ask you to countersign the check-in document to record any new damage the vehicle has sustained during your hire period (if any).

If the vehicle has sustained damage during your hire which is outside of our normal wear and tear policy (see the next section headed "What is normal wear and tear?" for more information), you will be responsible for the damage costs (plus the cost of roadside recovery, if necessary) up to the excess amount shown in the 'Possible Supplementary Charges' section on the front of your Rental Agreement.

If the damage is not visible because the condition of the vehicle prevents a joint inspection then we will make our inspection once it has been cleaned as if it was an unattended check-in. Please refer to section 11.2.3 of the Terms and Conditions of Hire for further details.

Please see sections 12 (Damage to the vehicle) and 26 (Insurance and protection provisions) of the Terms and Conditions of Hire for full details relating to this.

### What is normal wear and tear?

We regard the following items as normal wear and tear rather than damage. These items will not be recorded and you're not responsible for the cost of repairing them. Any damage and wear and tear will be measured when the vehicle is returned to the Europcar branch.

### Body and paintwork

- Scratches that penetrate the paintwork (up to 2cm in length) and light surface scratching (up to 15cm in length) typical of everyday use.
- A small dent (up to 2cm), unless it has broken the paintwork or is on the swage line (side mouldings).

### Glass and light units

- Small glass chips (up to 1cm in size) to windscreens or headlamps.

### Interior and luggage area

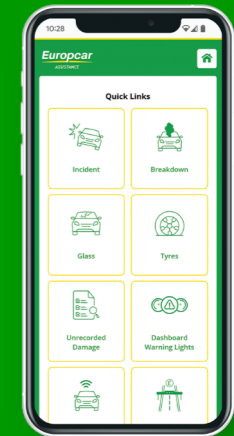
- Normal wear and soiling through everyday use. This excludes rips and tears, anything that is broken or missing, permanent stains and damage caused by smoking in the vehicle (see section on Smoking).

### Wheels and tyres

- Scuffing (up to 2cm total/combined length) to the outer rim of a wheel or alloy and/or to the wheel trim cover (hub cap).
- Damage to the wheel itself (being anything inside the outer rim of the wheel), any wheel distortion and/or obvious tyre damage caused through kerbing or abuse are not considered to be fair wear and tear.

### Damage management policy

A copy of our damage management policy can be found here: <https://www.europcar.co.uk/en-gb/p/legal-information/damage-management-policy>

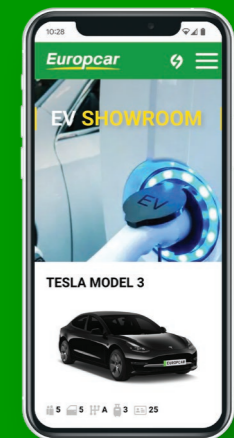


## EUROPCAR ASSISTANCE



If you need any support during your rental, please scan this QR code.

[assistance.europcar.co.uk](https://assistance.europcar.co.uk)



## ELECTRIC VEHICLE GUIDE



Electrify your car hire. Find out all you need to know about electric motoring.

[electric.europcar.co.uk](https://electric.europcar.co.uk)