



COMPANY HIRE POLICY

- **DRIVER:** Only those persons authorised at the commencement of the hire are permitted to drive the vehicle. Under no circumstances may anyone else drive the vehicle unless prior permission and confirmation of the insurance cover is arranged either through Rentals Direct Ltd, your insurance company or sought permission from your business.
- **FUEL:** All Vehicles are supplied with a full tank of fuel. We request this to be the same on return. Any top ups will be charged per litre plus vat (see price guide) which includes a service charge. If we are unable to fill the vehicle with Fuel, we may have to calculate on the tank capacity. Any costs incurred due to incorrect fueling are the responsibility of the hirer.
- **VEHICLE MOVEMENTS:** Customers requesting delivery and collection of vehicles will be charged. Any vehicles returned Out Of Hours* will require the 'Off Hire Damage Report' waiver to be signed. By signing this you are agreeing that the vehicle remains your responsibility until we have checked, washed and booked the vehicle back in (See our 'Out Of Hours Return Policy' below)
- **RETURN & COLLECTION:** Our return and collection times are as follows:
Monday to Friday 0730 - 1700. When returning a vehicle, please allow up to 1 hour for the Off Hiring process. If you are not able to allow this, then you will be asked to sign the 'Off Hire Damage Report' waiver. By signing this you are agreeing that the vehicle remains your responsibility until we have checked, washed and booked the vehicle back in.
Out of Hours* return policy is from 17.00 - 21.00 only. All vehicles will remain on hire until such time that we have a member of staff to check it in. All vehicles returned Out of Hours are still on hire. Any vehicle off-hired must be done Monday to Friday (unless by special arrangement).

• **LONG TERM LEASE HIRE – ACCOUNTS, TERMS & DEPOSITS**

1. We will open 3 accounts for each customer. (Hire, Hire & Miscellaneous). These are Cash Accounts and not Credit Accounts.
 - The **Hire account** alludes to the charge for vehicle hire only.
 - The **Deposit account*** alludes to the £500 held deposit, plus a further £520 is held to be used to support the hirer for any costs incurred during the hire period. This is payable as one lump sum or as 52 payments of £10 per week taken from the debit card held on file. Option to be agreed at the beginning of the Long Term Hire period.
 - The **Miscellaneous account** alludes to any extra charges during the Long Term Hire period. Any outstanding balance must be cleared within 7 days of agreed date unless prior arrangement has been made. We reserve the right to take payment from the debit card held on file after 7 days.
2. **Weekly** paying customers are required to pay the £1020.00 deposit and 2 weeks hire upfront (per vehicle).
3. **Monthly** paying customers are required to pay the £1020.00 deposit and 1 months hire upfront (per vehicle).
4. **Four weekly** paying customers are required to pay the £1020.00 deposit and 4 weeks upfront (per vehicle).
5. Blue chip companies with an existing account are not required to pay a deposit.
6. All off hire deposits will be transferred to the Miscellaneous account, ready to be used against any damage or costs on the returned vehicle. All accounts are reviewed at the beginning of every month.

• **SHORT TERM HIRE - ACCOUNTS & DEPOSITS**

1. Payment for short term vehicle hire, deposit (if applicable) and insurance (if applicable) is due in full before hire can commence.
2. Customers using our daily insurance - we require £100.00 fuel deposit*.
3. Customers using their own insurance - we require £500.00 deposit* and proof of said insurance.
4. Existing customers with less than 4 vans on Long Term Hire, we require £500.00 deposit*.
5. Blue chip companies with an existing account are not required to pay a deposit.

* PLEASE BE AWARE THAT THE DEPOSIT CAN TAKE UP TO 14 DAYS TO BE REFUNDED.

- **INSURANCE:** Long Term Lease Hire customers must arrange their own insurance. You must provide a valid insurance certificate at the time of hire and forward a replacement insurance certificate when the old one expires.

When a free of charge replacement vehicle is supplied, you have options for contingency insurance:

1. Swap on own policy (Proof Required).
2. Our Contingency Policy. This is Free of Charge but has a £1500 excess if any damage is caused.
3. Daily Insure. Small Daily cost but Zero Excess.

ALL VEHICLES MUST BE INSURED PRIOR TO LEAVING OUR DEPOT AND A SUFFICIENT COVER NOTE OR FLEET POLICY MUST BE PRODUCED AND ADDED TO YOUR POLICY. IF THIS IS NOT FORTHCOMING WE CANNOT RELEASE THE VEHICLE

- **DAMAGE AND MAINTENANCE POLICY:**

1. Rentals Direct Ltd. must be notified immediately of any Engine Management Light, dashboard warning lights or notifications and any vehicle defects. Any of the former **NOT** reported to us could void the warranty including the late notification of services. Any charges incurred may be passed on to the hirer.
2. Rentals Direct Ltd. must be notified immediately in the event of any accident or damage to our vehicle.
3. The hirer is responsible for any damage caused to tyres and tubes. We also take the stance that on, off hire or collection we will not fully inspect the vehicle until the vehicle has been cleaned. We then reserve the right to inform you of any new damage.
4. The hirer is responsible for any costs resulting from breakages to windows or glass.
5. The hirer is responsible, where supplied for all spare wheels, tyres, batteries and ancillary equipment and any loss or damage will be charged for.
6. The hirer is responsible for keeping secure all keys. Lost or stolen keys may result in the vehicle locks being replaced and associated costs will be the responsibility of the hirer.

Please call 01953 665421 immediately if any warning lights, breakdowns or accidents.

- **ADDITIONAL SERVICES FOR ANY MECHANICAL NON COVERED ISSUES OR DAMAGE:**

- A replacement vehicle will be provided for all standard works while we carry out your works.
- All non-related maintenance works that require a replacement vehicle will incur a hire charge. There is a daily mileage allowance. We can also arrange recovery of the vehicles. Also, delivery and collection of vehicles for maintenance is chargeable.
- Please be advised that if the vehicle is returned back to us damaged, we reserve the right to continue the hire costs until the vehicle has been estimated and repairs authorised. We may also charge until repairs are carried out.
- Delivery and collection charges are based on distance from our depot. In the case of breakdown, our Free of Charge replacement vehicles are delivered Free of Charge within a 50 mile radius of Rentals Direct Ltd.'s yard at NR16 1PH.
- All vehicles we supply that are damaged due to driver error will be chargeable.
- We will allocate timeslots for all vehicle services or other maintenance works. We therefore request that all customers take our vehicles to be serviced at our preferred supplier. This is generally N&R Autos, Long Row, Tibenham NR16 1PF unless told otherwise.
- We will charge for a delivery and collection service if required. All vehicles will need to be washed at a cost before any inspections are carried out.
- Our mileage cap per annum is at point of hire, any excess mileage over this will be charged.
- All administration which involves the process of all penalty charge notices or speeding fines, will incur an administration fee.

- **HIRE CONTRACT:** At the time of hire, photographs will be taken of the vehicle and we encourage that you walk round the vehicle with a staff member of Rentals Direct Ltd. to ensure that you are in full agreement with the condition of the vehicle.
- Once the Vehicle Condition Sheet has been completed and both parties have agreed the condition of the vehicle, this is binding by both parties and any further damage incurred to the vehicle will be responsible by the hirer.
- Under no circumstances must you carry out repairs to our vehicle without written consent from the management of Rentals Direct Ltd. If so, you will be held responsible for all previous poor repairs to the vehicle and associated costs.
- All hire agreements are issued at the point of hire with full details entered.
- Ensure that any driver or operatives using the vehicles' ancillary equipment are trained and competent to do so.
- Hire and reward vehicles that exceeds 3500kg, requires a valid operator's licence.
- For daily use of the vehicle please ensure you carry out daily checks, including tyres, windscreen, oil and fluid checks. Failure to do so may result in you incurring unnecessary costs.
- Any recovery charges arising from the vehicle and operator services agency (VOSA), HM revenue and customs (HMRC), the police, or any other public Organisation (or their agent) who has seized the vehicle. You will also be required to pay for loss of income whilst we cannot rent out the vehicle.
- **Due to Government legislation smoking is prohibited in all our vehicles.**
- Rentals Direct Ltd reserve the rights to change our hire rates without prior notice. This may happen if there are increasing costs when we purchase the vehicles.

We would like to take this opportunity to thank you for choosing Rentals Direct,

We appreciate your custom.

**All Rates can be viewed on the hire page of our website or notice board in our main office.
(www.rentalsdirect4u.co.uk).**