

## **TERMS AND CONDITIONS (EFFECTIVE FROM MAY 2021)**

When collecting your hire vehicle, you need to have the following available:

### **Driving Licence**

All UK residents between the ages of 21yrs - 69 years old must produce a full valid British or International driving licence held for at least two years and a share code so we can perform a DVLA check. All International hirers must provide a readable un-expired licence from their country of origin. If the licence is not in English, an international driving permit must also be provided. It is the hirers responsibility to ensure that he / she has the appropriate licence. Drivers under 25 years old are required to have been driving for at least 2 years and have a clean driving licence. (endorsements may be subject to an additional fee on over 25's).

### **Other Identification**

All customers must produce 2 forms of ID (e.g. recent utility bill or bank statement, no older than three months showing your name and address as on the licence, and a valid credit, switch or debit card in the name of the main hirer (AMEX or pre-payment cards are not accepted. Passports will be required for hirers with a paper licence and non-UK licence holders. If a credit/debit card is not in the main hirers name the card holder will need to be present or sign a card authority form.

### **Special licences**

All hire vans up to and including Luton box vans can be driven on a standard car license (Category B license) as they will have a maximum gross/laden weight of 3.5 tonnes or less. Anyone wishing to drive a 15/17 seater minibus will need a Category D1 manual entitlement on their license. If you took your car test before 01/01/1997 you should already have this but anyone who has taken their car test after 01/01/1997 will need to take a separate Category D1 test.

### **Insurance excess**

During the Hire period we ask all our customers (25years to 69 years) for a £250.00 GBP Security Deposit or £500 on Minibuses. Drivers between (21 years to 24 Years) we will require a deposit of £500.00 GBP, Europe hires require a £750.00 deposit. In the event of an accident, damage or theft of the vehicle you the customer are liable for the insurance excess of £1,000.00 GBP (25yrs to 69yrs) or £1,500.00 GBP (21yrs to 24yrs) and £2,500.00 GBP on Minibuses which is set per incident/accident/loss. In the event of an accident or damage where the customer is at fault or theft while in your care You the customer are fully liable for the rental cost of the vehicle whilst it is off fleet. If the vehicle is returned with fault damage your security deposit or excess will be taken as a sale until all repair costings have been received. If an accident is reported as non-fault, then the security deposit will be taken as a sale until liability has been accepted by the other party. Non-payment of damage costs will result in further action and you the customer will be liable for all associated costs for recovery of the outstanding bill. **Security deposits are held by your bank for 10 working days on vehicles returned with no damage or additional charges applicable (Please note Monza, Metrobank & online banks will hold funds for 28 days)**

You (The Customer) are responsible for the full cost for any Roof or Overhead damage, Mis-fuelling to any vehicle owned by or operated by Scenic Getaway and Scenic Self Drive and any mechanical or electrical issues out of the manufacturers warranty. Damage caused by towing is also excluded from Insurance cover by Scenic.

### **Collection, Returns & Delivery**

**No Vehicles can be returned outside of working hours, on Sundays or Bank Holidays as we are closed.**

Unless otherwise agreed with the operator, your car, commercial vehicle or box van will be available on the day of collection from the agreed location at 8.00 am and must be delivered back to the agreed location by 8.00 am on the last day of hire. Late returns can have a significant impact on the next hire.

If you fail to return your Hire vehicle on time you may be liable to an extra charge at the discretion of the operator, but typically £50.00 loss hire cost and any additional costs incurred by the operator or Scenic Self-Drive Hire as a result of either lost hire, refunds and recovery costs. There are no refunds for hire vehicles returned early. Non return without notification to Scenic Self Drive within office opening hours will result in the vehicle being classed as and reported as stolen.

**All vehicle interiors must be returned clean** as when you collected the vehicle. Damage to the interior, soiling of seats and any additional costs will be charged by the operator or Scenic Self Drive. Standard valet from £90.00 GBP. Delivery and collection can be arranged subject to availability. If you would like to have a vehicle delivered and collected, please contact our call centre to arrange the hire on +44 (0) 1708 753461.

### **Accident policy**

In the event of an accident occurring with our vehicle, there are several things that you need to do:

- Get the details of the other party and any witnesses. We also require images of both vehicles.
- Inform your local branch within 1hr of the accident occurring to avoid any complications with your claim.

### **Mileage restrictions**

All our commercial vehicles are provided with a 200 miles daily limit or 1200 miles on weekly hires of 7 Days (UK). All cars/ MPV and Minibuses are provided with a 300 miles daily limit and 1500 miles weekly limit. Hires exceeding 2 weeks will be subject to a reduced mileage which will be arranged at the time of collection. Europe hires have a mileage cap which will be arranged at the time of booking. Each mile over is charged at 14 pence per mile + VAT.

### **Breakdown \* Tyres and windscreens**

We provide full 24-hour manufacturer breakdown cover at no extra cost. Full instructions are provided with your hire vehicle, telling you what you need to do in the event of a problem occurring with your vehicle on Hire from us. Tyres and windscreens are the sole responsibility of the hirer whilst in their care, all damage is recorded on collection and return of all vehicles. Our insurance does not cover windscreens, tyres or customer mis-use.

### **Fuel policy**

All vehicles are provided on a Like for Like basis. We provide the vehicle with an amount of fuel requesting that you return the vehicle with the same amount. Failure to do this will result in a charge being levied per 1/8th tank. E.G. Hiring a car with a full tank and returning with 7/8ths will result in a charge for 1/8th tank. This means that we will not ask for a fuel deposit when the vehicle is collected, and a £ 15.00 re-fuelling fee applies.

### **Taking vehicles abroad**

Customers can take our vehicles abroad for an additional charge. If you wish to go abroad this should be mentioned at the time of booking with information about the length of time out of the country and the countries you are visiting so as to enable our staff time to get all relevant documentation and cover arranged. This documentation is essential when passing national borders as otherwise the vehicle is liable to be seized by Customs and Excise. Seizure of our vehicle will result in full excess being charged to cover costs. All of this documentation can be obtained from us and customers should contact us for a quote. Please note that some countries are not eligible for this cover. **7 day's notice required.**

### **Additional services**

Additional Drivers UK are charged at £15.00 per day for UK rental, Drivers under 25 years old will incur a daily young driver's fee which will be charged at £15.00 per day and is not capped. Additional drivers Europe are charged at £20.00 per day uncapped. All vehicles booked for UK in advanced are subject to a £25.00 non-refundable holding deposit (£100 for MPV & Minibuses - £100 for Europe rental). All overdue payments shall bear interest on the amount overdue at the rate prevailing laid out by the government from the date such sums become due to the date of the actual payment received. The owner (Scenic Getaway) reserves the right to charge all administration costs in relation to any fines legal or penalty charges received. (Typically, £42.00 per fine)

Any amendments to the original booking are subject to a £10 administration charge. This charge also applies to cancellations & postponements. We only allow one postponement per booking and should you need to postpone again the hire would be deemed as cancelled and the following cancellation policy will be enforced;

**Up to 48Hrs before Rental commences - Non-return of Deposit**  
**48Hrs to 24Hrs – 50% Of Full Hire Charge**  
**24Hrs or No Show – Full Hire Charge**

### **Methods of payment**

Vehicles will only be reserved by using an acceptable credit or debit card. We reserve the right to refuse or terminate any hire without prior notice. We accept all major credit cards and debit cards apart from Diners Club and American Express. **We do not accept cash or cheque** as a method of payment for deposits under any circumstances. All credit and debit cards used must be in the name of the main hirer of the vehicle. In order to accept 3rd party payments, the person paying must be present at the time of hiring.

### **Data Protection Policy**

By entering into this rental agreement, you agree that we can process and store your personal information in connection with this agreement including data collected from the vehicle. We may use your information to analyse statistics, for market research, credit control and to protect our assets. We may need to share your information with selected 3<sup>rd</sup> parties for performance of this contract. Including; A) Our breakdown provider should the vehicle suffer a breakdown, B) Our Insurer should they request it or you are involved in an accident, C) The DVLA if you take the vehicle abroad and they request the details of the VE103 which was issued to you for audit purposes

You agree that if you break the terms of this agreement, we can pass your personal information to credit - reference agencies, debt collectors, the police and any other relevant organisation. We can also give this information to the British Vehicle Rental and Leasing Association (BVRLA), which can share your personal information with its members to prevent crime and protect their assets, as allowed under any applicable data protection legislation.

### **Company Details**

Main Depot Address – Scenic Getaway/Scenic Self Drive, Danes Road, ROMFORD, Essex, RM7 0HL

## **I agree to these Terms and Conditions**

**Signed**.....

**Date**.....