

## General Terms and Conditions

All Rentals are subject to the full terms and conditions contained on the Rental Agreement (Rental Agreement Terms and Conditions).

### Terms

'We/Us/Our' is Cambridge Car and Van Rental

'You(r)' is the customer and/or the driver of the vehicle hired

'Vehicle' is the car, van, minibus or people carrier on hire in accordance to the signed rental agreement from Cambridge Car and Van Rental

'Special Dates' are UK Bank Holidays, Easter Periods, Christmas Period or any other stated dates

'Our Office' is 303-305 Newmarket Road, Cambridge, CB5 8JE

'Working Hours' are our advertised opening hours

### Rates

1) Prices and availability are subject to change without notice. Prices are only confirmed and guaranteed at the time of reservation.

Unless otherwise stated, rates include; Third party liability insurance, collision damage waiver (CDW), theft protection, UK breakdown cover, road fund recovery fees, local tax (VAT) and unlimited mileage\*.

\*If your rental is likely to exceed 500 miles per week, please contact us to discuss your mileage usage before making a booking. We reserve the right to charge a fee of 15p + VAT on excessive/unreasonable mileage in relation to the rental period.

1.1) While we do our best to provide the correct price online, the rental price is valid at the time of payment and confirmed reservation. Should this be different to the price quoted online (due to error), we will contact you before payment is taken.

### Hire Period

2) Rental days are based on 24 hour periods (unless stated) starting at the date/time the vehicle is booked for. It may not be possible to make return date/time adjustments for late collections.

Extra-long weekend rentals are classed from Friday AM to Monday PM. Long Weekend rentals are classed from Friday AM to Monday AM, Friday PM to Monday PM or Saturday AM to Monday PM. Weekend rentals are from Friday PM or Saturday AM to Monday AM.

The latest return time on a Saturday is 10:30am.

From Saturday AM the minimum rental period is for the weekend at the weekend price only - vehicles returned early will not be refunded.

During special dates the minimum rental period may be different, please check with a member of staff for details.

2.1) If you need to extend your rental you must obtain authorization from the rental location before the agreed rental end date/time. Additional days will be charged based on the original agreed rental rate at the time extension.

2.2) Late returns will be subject to an additional charge.

2.3) Vehicles must be returned within branch opening hours. We do not provide out of hours drop off facilities and therefore any returns where the keys are posted through the letter box, will void the insurance for the rented vehicle and may be subject to a call out charge. You will be liable for any damage, parking or other charges incurred.

2.4) Should you terminate your rental early, your rate will change to the new hire period and you may not be entitled to a refund

**Vehicle Types**

3) The models illustrated are for guidance only. Vehicle makes and models may vary and we reserve the right to substitute an alternative (similar or larger) model when the vehicle reserved is not available.

**Driver**

4) Only drivers approved by us are permitted to drive the vehicle. A supplement may apply for additional drivers. The minimum age and maximum age for drivers is shown below. We hire selected vehicles to 21-22 year olds where a surcharge and conditions apply. Please call us on 01223 464045 for more details.

Group	21-22 Year Old	23-24 Year Old	25 to 29 Year Old	30 to 69 Year Old	70 to 75 Year Old
01	✓	✓	✓	✓	✓
02	✓	✓	✓	✓	✓
02A	✓	✓	✓	✓	✓
02H	✓	✓	✓	✓	✓
03		✓	✓	✓	✓
03A		✓	✓	✓	✓
03H		✓	✓	✓	✓
05			✓	✓	✓
05A			✓	✓	✓
07			✓	✓	✓
07A			✓	✓	✓
10			✓	✓	
10A			✓	✓	
13			✓	✓	
13A			✓	✓	
20	✓	✓	✓	✓	
22		✓	✓	✓	
22A		✓	✓	✓	
24		✓	✓	✓	
25			✓	✓	
27			✓	✓	
33A			✓	✓	✓

4.1) This table is a guide to if you can hire from us regarding your age and licence:

Driver Age	Licence Type	Notes
21-22	UK	- licence for 2+ Years - No accidents or endorsements - Fixed excess £1000 cars/£1200 vans
21-22	Non UK	- licence for 2+ Years - No accidents or endorsements - Fixed excess £1000 cars/£1200 vans
23-24	UK	- licence for 2+ Years - No accidents - 1 Minor endorsement (see 4.2) in the last 5 years - Fixed excess £1000 cars/£1200 vans
23-24	Non UK	- licence for 2+ Years - No accidents or endorsements - Fixed excess £1000 cars/£1200 vans

25-69	UK / Non UK	<ul style="list-style-type: none"> <li>- licence for 1+ Years</li> <li>- 1 accident (Max claim cost £5000) in the last 5 years</li> <li>- Minor endorsements (see 4.2) up to 6 points in the last 5 years</li> <li>- Minor endorsements (see 4.2) which total 7-9 points in the last 5 years fixed £1400 excess</li> <li>- Speeding disqualification up to 6 months within the last 5 years fixed £1400 excess</li> </ul>
70-75	UK Only	<ul style="list-style-type: none"> <li>- licence for 1+ Years</li> <li>- No accidents and no endorsements in the last 5 years</li> </ul>

4.2)

**Minor Endorsements**

CU10-CU80, CD10-CD30, LC10-LC20, MS10-MS30, MW10, PC10-PC30, PL10-PL50, SP10-SP60, TS10-TS70

**Major Endorsements (where we cannot hire within the last 5 years of conviction)**

AC10-AC30, BA10-BA30, CD40-CD70, DD10-DD80, DR10-DR90, IN10, LC30-LC50, MS40-MS90, NE99, TT99, UT10-UT50, XX99

4.3) You must be licenced to drive the vehicle hired, with particular regard to minibuses (Where a D1 is needed). If you have an Automatic only licence, you cannot drive vehicles with manual transmission.

4.4) Any endorsements, motoring offenses or restrictions (medical or otherwise) should be declared at the time of reservation as this may affect your rental.

4.5) Your licence must not expire during the duration of hire.

4.6) Should we refuse rental due to any of the above (4.1 to 4.6) not being declared at the time of reservation, we reserve the right to charge a cancellation fee (see 8.4).

4.7) International licences must be accompanied by country of origin licences.

**Damage Excess**

5) All vehicles have an insurance excess. In most cases this can be reduced by paying our Excess Reduction (EXR) charge. Please refer to the below table if you are 25 - 75 years old and hold a full licence with no more than 6 points from minor endorsements (otherwise please refer to 4.1).

The full excess may be taken at the time of rental (the full excess will be refunded within 7 days of return should the vehicle be returned with no additional damage or outstanding fuel). Your excess on a vehicle is as high as the youngest driver on the agreement.

Vehicle	Excess	W/ Excess Reduction (EXR)
Car	£1000	£100
Premium Cars	£1200	£350
Van	£1200	£350
People Movers	£1200	£350

**Loss or Damage to a Vehicle**

6) Where rates include third party liability insurance, CDW (collision damage waiver) and TP (theft protection) - your liability for damage is restricted by an excess. Your liability for loss of use may not.

## **Rental Restrictions**

7) Vehicles should be returned to the rental location (unless agreed at the time of reservations). Vehicles must not be taken outside mainland England, Scotland and Wales unless agreed with us beforehand and the relevant documentation required issued to you.

## **Reservation Payment Procedure & Cancellations**

8) Full payment must be made at our location in Pound Sterling. We accept payment by credit or debit card only (Visa or Mastercard). We reserve the right to take payment of the rental cost at the time of reservation.

8.1) We reserves the right to charge 100% of the reservation as a cancellation fee for late cancellations or no shows. Late cancellations are within 48 working hours of the hire start date/time agreed at the time of reservation. We reserve the right to increase the cancellation time period at the time of reservation with notice.

8.2) Should the reservation date be changed within 48 working hours of the start date/time, the reservation will then become non-refundable.

8.3) Bookings over Special Dates have a no refund cancellation policy. Should the booking be changed to outside of this period, the rate may increase to normal 'out of offer' prices. Bookings cannot be moved within 48 working hours of the booking start date/time.

8.4) Should you not meet our licence, age or documentation requirements (see section 4 & 9) we reserve the right to charge a cancellation fee up to 100% of the rental charge.

8.5) Any bookings made on all people carriers, LUX and SP groups are non-refundable.

## **On Collection of Your Vehicle**

9) As well as your driving licence, you must also show identification giving proof of a UK address (such as a bank/credit card statement or utility bill no older than two months) where the hirer is living or staying. Non UK residents must also show their passport and can use confirmed hotel reservations as proof of address. Your driving licence cannot be used for this.

9.1) A photograph of you will also be taken at the time of rental.

9.2) You must present a credit or debit card where a £100 deposit will be taken for the duration of hire. This amount will be refunded to the card on return providing there are no outstanding charges.

9.3) As of the 8th June 2015 hirer's with a UK licence will be required to present a valid print out of there driver record or a valid driver record access code

## **Delivery Collection / Meet and Greet**

10) Should these services be required, they must be requested at the time of reservation and charges may apply.

10.1) We reserve the right to refuse to provide the delivery and collection service unless agreed at the time of reservation. You must be present at both delivery and collection of the vehicle with all documentation required (see 9). The rental location for this service is our office. All vehicles will leave this location full of fuel and must be full of fuel on return to this location. Vehicle collection time cannot be guaranteed but the keys must be made available from a specified time at reservation.

10.2) We reserve the right to refuse to provide the meet and greet service unless agreed at the time of reservation.

This service may be either:

- You being collected from a location and brought to us (in or out of our office hours) or;
- Taking the vehicle to you (in our out of office hours).

This service is used for Airports, Hotels and Rail Stations in and around the Cambridge area. The rental location for this service is our office. All vehicles will leave this location full of fuel and must be full of fuel on return to this location.

### **Fuel**

11) We run a Full to Full fuel policy from our rental location. However, there may be unforeseen circumstances where this is not possible.

11.1) If the vehicle is received with less than a full tank, then this must be marked on the damage check sheet by a member of staff before the vehicle has been driven. The vehicle must then be returned with the same amount of fuel as received.

If the vehicle is returned with less fuel, as stated on the damage check sheet, we charge a refuelling charge plus per litre prices. These prices are advertised in our office. We reserve the right to take a deposit for fuel, where should the total cost be less than the deposit we will refund the difference. However, should the total cost be more than this will be charged.

If a vehicle is returned with more fuel than it was received, we are unable to give a cash refund for this.

### **No Smoking Policy**

12) We run a no smoking policy on all rental vehicles and reserve the right to charge a fixed £100 fee on return of the vehicle if you have smoked, allowed smoking or there is evidence of smoking in the vehicle.

### **27+ Days Rental**

13) We reserve the right to apply a mileage cap on all rentals which exceed 27 days where should the mileage be in excess of this, we reserve the right to charge a mileage fee.

### **Discounts**

14) You must declare any discount you may be entitled to at the time of reservation.

14.1) Discounts cannot be used in conjunction with any other offers or promotions unless stated.

14.2) Percent discounts are given off the basic rental rate only (displayed as 'Rental' under the cost breakdown)

14.3) Cambridge University Discount can only be given should you hold a valid and in date Cambridge University Card which must be produced at the time of collection. If the driver is different to the individual paying, Cambridge University Discounts can also be given should the individual paying for the rental holds a valid and in date Cambridge University Card, in which case, the payment card and university card will need to be produced at the time of collection. This cannot be used over special dates.

14.4) Frequent Renter Cards (free day) cannot be used in conjunction with any other discounts, promotions or Cambridge University Discounts. Please check with a member of staff regarding overall price of a rental during weekends when a free day is used. This cannot be used over special dates.

14.5) Should a discount be requested at the time of reservation but the relevant documentation is not produced at the time of collection, the discounted difference will be charged. We are unable to give refunds for any discounts which are not declared at the time of reservation. Vouchers, unless stated, can only ever be used once.

14.6) Please check our offers page for any terms which may relate to specific deals.

14.7) Discounts offered during normal periods may not be available during 'special date' periods. Please speak to a member of staff for details.

### **Refunds**

15) Refunds will only be made to the original payment card and the refund transaction will be made within 7 working days.

### **Abroad Rentals**

16) Rentals where the vehicle will leave the UK will be limited to 100 miles per day

16.1) Abroad bookings will be charged additional surcharges. Please contact our office for a quote.

16.2) We reserve the right to take a deposit for excess mileage

### **Trackers**

17) Some vehicles may have a GPS tracker fitted for security and compliance purposes.

### **Complaints**

18) If you wish to make a complaint regarding the service you have received please follow our two stage complaints procedure below:

- Please contact our counter staff via our website contact form, telephone (01223 464045) or e-mail ([reservations@ccvrental.co.uk](mailto:reservations@ccvrental.co.uk)).

- If you feel your complaint has not been resolved, please write to us at: Complaints, Cambridge Car and Van Rental, 303-305 Newmarket Road, Cambridge, CB5 8JE.

Your complaint will be dealt with within 5 working days.

As part of the BVRLA, any complaints which are not resolved to your satisfaction via our complaints procedure above, contact the BVRLA conciliation service.