

GENERAL TERMS AND CONDITIONS

All rentals are subject to the terms and conditions on the rental agreement.

YOUR BOOKING

Rental pricing, Rental Periods, Vehicles, Discounts and Payment

INCLUDED IN YOUR RENTAL

Insurance cover, Included Items and Mileage

HIRE RESTRICTIONS

Driver, Endorsements and Licence

YOUR LIABILITY DURING YOUR HIRE

Excess, Excess Reduction and Loss of Use

COLLECTING YOUR VEHICLE

Documentation, Extras, Deposit, Security, Fuel and Discounts

DURING YOUR HIRE

Accident or Breakdown, Lost Key, Rental Agreement and Extension

RETURNING YOUR VEHICLE

On Return, Additional Charges, Deposit

CANCELLATIONS, NO SHOWS AND AMENDMENTS

Cancellations, No Shows and Amendments

BRINGING THE VEHICLE TO YOU

Delivery and Collection, Meet and Greet

ABROAD RENTALS

Abroad Rentals

TRAFFIC VIOLATIONS, FINE AND CHARGES

Traffic violations, fines and charges.

COMPLAINTS PROCEDURE

Complains Procedure

YOUR BOOKING

Rental Pricing

Prices are confirmed at the time of reservation.

If a clear online pricing error has occurred. We reserve the right to not accept the booking and a full refund will be made.

Prices are based on the pick up and drop off times and dates you select at the time of reservation.

Rental Periods

Your rental will be defined by the pick up and drop off date and time selected at the time of reservation.

Late collections do not change the return date and time to match lost time.

The latest return time on a Saturday is 10:30. Rentals starting on a Saturday have a minimum rental period until the following Monday.

Special Dates (UK Bank Holidays, Easter period, Christmas period or other started dates) may have a minimum rental period.

Vehicle

The makes and models illustrated and described are for guidance only.

If the vehicle type reserved is not available, we reserve the right to substitute a similar or larger alternative at no extra cost.

People carrier rentals are non-refundable.

Discounts

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

Discounts cannot be used in conjunction with any other offer or promotion and may exclude some periods.

Percent discounts are given off the rental and insurance item only.

Payment

Full payment is taken at the time of reservation by credit or debit card (Visa or Mastercard).

Pre-payment cards, virtual cards, recharge cards or cards where the characters are not raised are not accepted.

By making a payment you are accepting our terms and conditions.

INCLUDED IN YOUR RENTAL

Insurance Cover

Collision Damage Waiver (CDW)

If there is damage to the vehicle during your hire, the most you will pay towards repairs is the damage excess (per occurrence). CDW does not cover damage to glass, tyres, wheels, overhead, interior, off-road time, towing costs, damage to items within the car (such as personal belongs, GPS, child seat etc) or damage caused by abuse/misuse.

Third-Party Liability

This covers the driver's liability for injuries or property damage. Injuries to the driver or hire vehicle are excluded.

Theft Protection

If the vehicle is stolen during your hire, the most you will be liable for is the excess on the rental agreement. This does not cover theft caused by negligence.

Also Included

Breakdown cover, vehicle licence fee and local tax (VAT).

Mileage Charges

We offer unlimited mileage.

Rentals exceeding 27 days are subject to a mileage cap of 1800 miles per 28 days. This is worked out on a pro-rata basis in relation to your rental length.

Excess mileage is charged at 18p per mile.

HIRE RESTRICTIONS

Driver

Only drivers approved and listed on the rental agreement are permitted to drive the vehicle.

A supplement may apply for additional drivers.

Young drivers (21 and 22-year olds), subject to conditions, may be able to drive some vehicle for an additional fee.

Group	21-22	23-24	25 to 69	70 to 75
01	✓	✓	✓	✓
02	✓	✓	✓	✓
02A/H	✓	✓	✓	✓
03		✓	✓	✓
03A/H		✓	✓	✓
05			✓	✓
05A			✓	✓
07			✓	✓
07A			✓	✓
08			✓	✓
08A			✓	✓
10			✓	
10A			✓	
13			✓	
13A			✓	
20	✓	✓	✓	
22		✓	✓	
22A		✓	✓	
24		✓	✓	
25			✓	
27			✓	
33			✓	✓
33A			✓	✓
35A			✓	✓

Driver Age	Licence Type	Notes
21-22	UK	<ul style="list-style-type: none"> - licence for 2+ Years - No accidents or endorsements - Fixed excess £1000 cars/£1200 vans
21-22	Non-UK	<ul style="list-style-type: none"> - licence for 2+ Years - No accidents or endorsements - Fixed excess £1000 cars/£1200 vans
23-24	UK	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - 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"> - licence for 1+ Years - 1 accident (Max claim cost £5000) in the last 5 years - Minor endorsements (see 4.2) up to 6 points in the last 5 years - Minor endorsements (see 4.2) which total 7-9 points in the last 5 years fixed £1400 excess - Speeding disqualification up to 6 months within the last 5 years fixed £1400 excess
70-75	UK Only	<ul style="list-style-type: none"> - licence for 1+ Years - No accidents and no endorsements in the last 5 years

Endorsements and Licence

You must be licenced to drive the vehicle you are hiring.

You must declare any motoring offences or medical conditions at the time of reservation.

Your licence must not expire during your rental.

Your licence must be in, or translated to, English text.

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

YOUR LIABILITY DURING YOUR HIRE

Excess

All vehicles and rentals come with a damage excess. This is your liability for any damage to the vehicle during your rental which is covered by our insurance (CDW).

Your excess on the rental is subject to the youngest driver.

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

Excess Reduction Waiver

If you are between the age of 25 and 75, you may wish to reduce your excess for damage covered by CDW by taking our Excess Reduction product for an additional fee.

This product is non-refundable after the rental has started.

If you wish to add this product during your rental, we must inspect the vehicle first to ensure the vehicle is still in the same condition.

Loss of Use

If you cause damage to your rental vehicle, you may be liable for off the road charges.

COLLECTING YOUR VEHICLE

Documentation

You are required to provide your driving licence, a proof of address and a credit or debit card (Visa or Mastercard) in the drivers' name. Pre-payment cards, virtual cards, recharge cards or cards where the characters are not raised are not accepted.

Additional drivers must provide their driving licence.

UK licence holders must supply their DVLA driver share code or national insurance number.

International driving licences must be accompanied by country of origin licence.

Proof of address must be in the renters' name and be dated within the previous two months. Digital copies are accepted.

Non-UK residents may use a reservation or a care-of proof of address.

If you are dissatisfied or if something is unclear with any aspect of your rental, you must outline this before you sign and take the vehicle.

Extras

Subject to availability, additional items can be added at the time of collection.

You may choose to change your type of vehicle. This may change your price and even if the vehicle is smaller, this may be more.

Deposit

A security deposit will be taken via chip and pin by a credit or debit card in the hires name.

The amount will be dependent on the vehicle type and outlined at the time of reservation.

Security

A photograph of the driver may be taken.

There may be a tracker fitted to your rental vehicle to ensure the terms of the rental agreement are not being breached and for the purpose of safety, security, crime prevention and claims management.

Under breach of the rental agreement, such as failing to return your vehicle on time or entering unauthorised territories, we reserve the right to access the geo-graphical location of the vehicle whilst on hire.

Information obtained with this device may be used during or after your rental.

There is a £200 charge if the tracker is removed from the rental vehicle which may also invalidate your rental agreement.

Fuel

We run a full to full fuel policy.

In rare cases, if this is not possible, this will be highlighted to you and you must return the vehicle with the same amount of fuel.

Discounts

If you have added a discount to your rental you are eligible for, you are required to provide the required documentation.

If you cannot provide this, the difference will be charged.

DURING YOUR HIRE

Accident or Breakdown

In the event of an accident or breakdown you must contact us at the earlier opportunity.

If the vehicle is undriveable you will need to contact the supplied recovery number.

Lost Key

If you lose your key, you will be charged for a replacement and associated costs.

Rental Agreement

At all times you must comply to our terms and conditions. Failing to do so may invalidate your agreement and increase your overall liability.

Extensions

If you wish to extend your vehicle, you must obtain authorisation from us before the rental end date and time.

Your price, unless agreed, will be based on your original daily rate.

Payment must be made at the time of extension.

We reserve the right to request the current mileage of the vehicle. If mileage charges apply (pre-agreed) these must be paid before an extension can take place.

We reserve the right to refuse to extend the vehicle. In which case, the vehicle must be returned by the rental end date and time.

RETURNING YOUR VEHICLE

On Return

You must return your vehicle by the date and time agreed to the hire location (unless previously agreed).

We do not accept out of hours returns.

If you are late returning your vehicle, after your 30-minute grace period, you could be subject to additional charges.

If you return early, you will not receive a refund for unused hours or days.

You must return any additional items you have rented.

Additional Charges

You must notify us if there is any additional damage to the vehicle, or if the vehicle is returned with less fuel than collected.

Fuel will be charged at the advertised prices in our office and damage will be charged in accordance with our Repair Matrix.

In the rare case the vehicle is returned with more fuel, we are unable to give a cash refund for this, however a discount voucher may be offered.

We run a no-smoking policy on all rentals. There is a £100 charge if there is evidence of smoking in the vehicle.

If the vehicle is returned in a condition which requires a more than usual standard of cleaning, you will be required to pay a valeting charge up to £100 and off-road costs.

If additional items added to your rental are damaged or missing, you will be charged the cost of a replacement.

Deposit

Your deposit will be refunded within 10 working days to the same card. If there are additional charges, such as damage or fuel, this may take longer. We are not responsible for how long it takes your card company or bank to apply this to your account.

CANCELLATIONS, NO SHOWS AND AMENDMENTS

Cancellations

If you cancel 48 hours or more before your rental start date and time, the amount you have paid will be refunded to the same card within 10 working days. We are not responsible for how long it takes your card company or bank to apply this to your account.

If you cancel within 48 hours of your rental start date and time, the amount you have paid will be refunded to the same card within 10 working days minus the first 7 days of rental. The 7-day rate will not be based on your daily rate, but the live 7-day rate for this rental period. If your rental is less than this, there is no additional charge but there will be no refund.

Reservations over special dates (UK Bank Holidays, Easter period, Christmas period or other special dates) non-refundable.

Reservations for people carrier vehicles are non-refundable.

Our office must be open to make a cancellation.

No Shows

A 'no show' is when you either; wish to cancel but fail to do this before your rental start date and time, fail to pick up your vehicle at the rental start date and time, fail to provide the required documents on collection or fail to meet our driver requirements.

In all cases there will be no refund of the money you have paid.

Amendments

You can make amendments, free of charge, any time before you collect your rental.

Amendments you make may change the rental price.

If you make an amendment to your reservation within 48 hours of collection, to a date/time beyond this, your reservation will remain liable to our 'within 48 hours cancellation policy'.

BRINGING THE VEHICLE TO YOU

Delivery and Collection

Should this service be required it should be requested at the time of reservation where additional charges may apply. We may not be able to offer this service.

You must be present at the time of delivery with your required documents. If you are not present, or do not have the required documents, our drivers will wait a maximum of 15 minutes. After this you would then need to collect the vehicle from our office and we will not be able offer a refund for any delivery charges.

Your deposit will be charged to the payment card prior to delivery.

A collection time cannot be guaranteed, but the keys must be made available from the rental end date and time. If we are unable to collect the vehicle the rental will be extended, and you will need to return the vehicle to our office. We will not be able to refund any collection charges.

The vehicle will be supplied full minus delivery fuel. The vehicle must be full on collection, where collection fuel may be charged if the fuel 'drops' when returning to our office.

Meet and Greet

Should this service be required it should be requested at the time of reservation where additional charges may apply. We may not be able to offer this service.

This service may be either us collecting you from a location or taking the vehicle to you where the vehicle cannot be left.

There is a maximum waiting time of 15 minutes. After this time, you would need to collect the vehicle from our office and we would not be able to offer a refund for any meet and greet charges.

Vehicle must be returned to our office and we will take you back to your location.

The vehicle will be supplied full minus usage proving this service.

ABROAD RENTALS

You must notify us if you intend to take the vehicle outside of the UK.

Additional charges apply for this service and to supply valid documentation.

We reserve the right to refuse rental.

There is a mileage restriction of 100 miles per day.

TRAFFIC VIOLATIONS, FINES AND CHARGES

You are responsible for all fines and charges issued as a result of you or any driver during your rental.

In most case we will pass your details to the issuing organisation where they will contact you directly to settle the outstanding amount. In the unlikely event we are unable to do this, the amount will be paid on your behalf and we will charge this amount to you.

If you wish to appeal, including requesting a refund or compensation, you will need to do this direct with the issuing organisation. We cannot assist you with this.

If we receive a fine or charge meant for you because you have not complied with law or failed to pay an outstanding charge, we will charge a £40 administrative fee to cover our costs in dealing with this matter.

COMPLAINTS PROCEDURE

If you wish to make a complaint, please contact our counter staff by calling 01223 464045 or e-mailing reservations@ccvrental.co.uk.

If your complaint is not resolved, please write to us at:

Complaints, Cambridge Car and Van Rental, 303-305 Newmarket Road, Cambridge, CB58JE.

We will reply within 7 working days.

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