



Rental Information

Insurance

All hire vehicles must be covered by fully comprehensive insurance from the start date and time of the rental up until the point of collection.

If your company insurance does not cover rental vehicles in the policy, our rental suppliers may provide insurance for the rental which must be requested at the time of reservation, providing that you meet the criteria set by the rental supplier. For rental suppliers' insurance, you must be present on delivery to show your licence up to two working hours* before your reservation start date and time. This insurance agreement is between you and the rental supplier (excluding UK Carline).

Delivery

Please inspect your vehicle thoroughly and check for damage and the fuel level in the presence of the delivery agent. Should you need to, please update the Delivery Sheet/Rental Agreement before signing it and ensure you retain a copy for yourself. If you are unavailable when your vehicle is delivered, you must carry out a vehicle inspection prior to driving.

Should there be less than a full tank of fuel or any damage on the vehicle that is not on the Delivery Sheet/Rental Agreement please contact the rental supplier and let UK Carline know as early as possible. Photos of the damage and fuel gauge are recommended to assist us in case there is any dispute with the supplier.

Upon delivery of the vehicle, and before you drive away, please take a few moments to familiarise yourself with the controls, e.g. the lights, indicators, fuel cap, etc.

N.B. it is rare that rental vehicles will contain a manufacturer's handbook; however, there should be a sheet with some key functions of the vehicle.

For Early starts and weekend deliveries, the rental provider may pre-deliver the rental vehicle to the specified address, this is to allow convenience to both parties.

Fines and Toll Charges

Remember, you are still liable for any speeding offences, fines (including parking, bus lane, etc.), congestion charges or toll fees including Dart Charge. If any of these occur, the cost including the rental suppliers' administration fees will be recharged to you. If a fine is issued by a rental supplier and is then credited, the administration fee may not be credited.

In the Event of a Breakdown or Emergency

Breakdowns include tyre, glass and mechanical issues.

All hire vehicles are supplied with 24-hour breakdown assistance within the UK. Written details of this will be provided in the vehicle.

In the event of an accident, and if another party is involved or damage to public property has been caused, please contact the police. Take everyone's details including; name, address, vehicle details, insurance company (if possible).

If you require recovery for either a breakdown or an accident, please contact the dedicated emergency number either located on the key fob or sticker located on the windscreen. If your vehicle is not fixable at the roadside, you will be taken to the nearest branch to obtain your replacement vehicle (providing you are fit and able to drive).

Vehicle Checks

Please ensure you regularly check the engine oil level, water level in the radiator, washers and wipers, especially on long journeys.

Collection

When you are ready to hand back your rental vehicle, please remember to refuel the tank to the point where you hear the double click of the nozzle and keep your fuel receipt for reference. Any fuel the supplier needs to replace to return the vehicle back to the branch, will be charged at an increased price as per your tariff.

Suppliers will endeavour to collect your vehicle within 8 working hours* after the off-hire date and time. However, a specific time cannot be guaranteed.

For home address collections, please make every effort to be available for the vehicle to be checked over by you and the rental suppliers' collection agent. Please ensure you sign and retain a copy of the collection sheet.

If it is not possible for you to be available, please ensure that you have parked the vehicle in a non-restricted area or permit holder bay and that the keys are available in a safe and secure location away from the vehicle.

At the end of your rental, please email me (jessica.whalley-dolan@ukcarline.com) to confirm your collection details. If you have any further queries, please call me on 01995642417.