

A quick guide to using your hire car

This hire car has been provided by Europcar to keep you on the road while your Motability Scheme car is out of use. Before you get started, it's important to read this leaflet, along with the other information given. You are responsible for the following charges linked to your hire car;

Initial to agree		
	Insurance Excess	<ul style="list-style-type: none"> Your Motability Scheme Excess will apply on any claims/damage incurred whilst the hire car is in your care. If an Electric car is provided - the charging cable must be returned with the hire car. If this is missing or lost an insurance claim will be raised by Direct Line Motability and the Excess will be applicable.
	Excess Mileage	<ul style="list-style-type: none"> Hire duration 27 days or less – no excess mileage charge. Hire duration over 28 days - restrictions of 75 miles per day for the whole hire period. You will be charged 35p per mile plus VAT (42p) if you exceed this.
	Congestion and Road Toll Charges	<ul style="list-style-type: none"> PLEASE NOTE Any exemptions that you may have on your Scheme vehicle will not apply to the hire vehicle. You are responsible for checking if the hire car will be exempt and any charges incurred if not, including an administration fee and any other associated costs.
	Parking Tickets and / or Speeding fines	<ul style="list-style-type: none"> Including administration fee and other associated costs. If you should incur a fine whilst in a hire car that has resulted in a driving conviction to your driving license, this must be declared to Direct Line Motability within 30 days. Failure to do this is a breach of your Motability agreement terms and conditions, and Motability Operations may take further action.
	Re-fuelling	<ul style="list-style-type: none"> The car must be returned with a full tank of fuel. This includes any fuel used to deliver or collect the car. Higher fuel charges will apply if the hire car is not returned full. If an Electric car is provided to you – this must be returned with a minimum of 50% charge. B30 biodiesel is not approved by Europcar as a suitable fuel for diesel engine vehicles that feature in its fleet.
	Vehicle Condition	<ul style="list-style-type: none"> The hire car should be returned in a good condition at the end of your rental. You are not permitted to smoke in the hire car. Only Assistance Dogs are authorised to be transported in hire cars. No other animals are permitted. You may be subject to a valet cost if the vehicle is not returned similar to the condition to how it was supplied on delivery.
<ul style="list-style-type: none"> I understand and agree that I am liable for the charges listed above. I understand and agree that the card I have used for the deposit will be used to settle any extra and additional charges I incur whilst renting the vehicle from Europcar including; fuel missing on return, excess mileage, fines, valets, or any other charges incurred outside of the Scheme terms & conditions. I understand that all non-payment will be notified to Motability Operations and this will impact my overall Scheme agreement. 		

A few important things to remember

Insurance & Damage

- Only people who are named on your Motability Scheme car insurance can drive the Hire Car.
- You are only insured to drive one vehicle at any time, so once you are in possession of your Motability Scheme car, you must stop driving the hire car.
- You will be responsible for any unrecorded damage, damage occurred during the hire or any accident damage up to the value of the Insurance Excess.
- If you notice any damage which is not recorded on the Rental Agreement, after taking delivery of the Hire Car, it is important that you call First Call Assist on 0800 0280 999 within 24 hours of taking delivery.
- If you have an accident or sustain damage to the hire car during the hire period, you will need to call First Call Assist on 0800 0280 999. Your Motability Scheme car insurance transfers across to your hire car and any accident damage in the hire car must be reported to First Call and to Direct Line Motability on 0300 037 3737 .
 - At the end of the hire, a claim will be raised on your insurance policy and the Motability Scheme Excess will apply. You will need to pay the excess to Direct Line Motability.

Extending and returning your hire car

- Any rental extension should be done via Motability Operations Ltd, RAC or Direct Line Motability, depending on who is managing the Car Hire. If you need to extend the length of hire, please contact Motability Operations Ltd, RAC or Direct Line Motability, depending on who is managing the Car Hire, and they will discuss this with you.
- Please do not negotiate this with the Europcar station or repair garage, as they cannot affect any changes. If you do not speak with the relevant party (Motability Operations Ltd, RAC or Direct Line Motability, dependent on who is managing your Hire Car) about changing or extending your Hire Car, you may incur extra charges.
- If you are collecting your Motability Scheme vehicle from a dealership or service centre, please drive your Hire Car and hand it back there. Alternatively, if your Motability Scheme car is returned to your home, please contact the team that booked the Hire Car for you at Motability Operations Ltd, RAC or Direct Line Motability to arrange collection.
- Once the collection has been passed to Europcar, they have up to 8 working hours from the time given to collect the hire car. Please ensure all of your personal belongings are removed from the car and that you have re-fuelled the car prior to the collection date and time. You must not drive the hire car after the collection has been passed to Europcar.

Breakdown Assistance

- If you need breakdown assistance, please call The AA on 0800 0724 792. The number can also be found on the information sticker displayed on the vehicle windscreen.
- For matters relating to Tyres or Windscreens, please contact First Call Assist on 0800 0280 999.

Driving Abroad

- If you need to take the hire car abroad, you are required to obtain Europcar's permission to take your Hire Car abroad – this includes the Republic of Ireland.
- Please contact Motability Operations Ltd, RAC or Direct Line Motability, depending on who is managing the hire car, and they will arrange this for you with Europcar. Europcar will provide a Vehicle on Hire certificate (VE103B) before you travel and the breakdown cover details. You will also be required to obtain a Green Card from Direct Line Motability. Please note: Travel to certain countries will not be authorised by Europcar. Restrictions also apply to certain car types that are not permitted to travel outside of the UK. Europcar will advise on issue of the VE103B form.
- In most cases you do not need an International Driving Permit to drive in the EU. It is your responsibility to check if you need an International Driving Permit by visiting the following government website www.gov.uk/driving-abroad/international-driving-permit. If you do need an International Driving Permit, you can purchase one at most Post Offices.



For further information and assistance during your hire car period, you can visit:
<https://motability-assistance.europcar.co.uk>. You can scan the QR code to access.

If you prefer, you can also contact our dedicated Motability Team on Europcar Motability Team on 0371 384 5917 or email hellomo@europcar.com, quoting the Rental Agreement Number referenced below.

Responsibility Form

CUSTOMER NAME	RENTAL AGREEMENT NUMBER

- I am aware of the Terms and Conditions of the insurance cover taken out by Motability Operations Ltd in connection with my use of this Hire Car.
- I agree that the Hire Car shall not be used in any manner which would render such insurance cover invalid.
- I understand and agree that my Allowance will be retained during the Hire Period towards payment of the Hire Car due to the fact that my hire car is a replacement car in accordance with the terms and conditions of my Contract Hire Agreement with Motability Operations Ltd.
- I understand that the only drivers permitted to use the Hire Car are the ones listed on the Direct Line Motability policy for the Scheme vehicle agreement.
- I understand that I am responsible for any charges not covered by Motability Operations Ltd, RAC or Direct Line Motability and for any charges that may occur during the Hire Period which include:
 - Parking charges, toll charges and congestion charges and/or the cost of my failure to pay them; and/or
 - Any breach of parking restrictions, or any road traffic offences or any other offence or infringement involving the Hire Car such as (but not limited to) lane infringement, tunnel, turning and bus lane charges (which may include costs from the Hire Car being clamped, seized or towed away), and/or
 - Any other charges/costs (or failure to pay them) levied by a relevant organisation or issuing authority; and / or
 - Any additional or associated charges incurred that will not be covered by Motability Operations for example, fuel costs, excess mileage, valets, insurance excess etc.
 - Motability Scheme Excess will apply in the event of any accidents or damage caused to the vehicle whilst in your care.
 - Motability Scheme Excess will apply for any glass related claims.
- In the event of a query regarding any aspect of your rental, please contact our dedicated Europcar Motability Team on **0371 384 5917** or email **hellomo@europcar.com**, quoting the Rental Agreement Number referenced above.
- **I understand that any non-payments will be notified to Motability Operations and this will impact my overall Scheme agreement.**

Customer or Authorised Signatory Name:

Date:

Europcar Agent's Name:

Date: