

## Help Centre

### Breakdown cover

We try our hardest to make sure our vehicles never breakdown but despite our best efforts, on the rare occasion they still might.

If you do breakdown, all of our vehicles have breakdown cover. You'll find the breakdown service details in your glovebox, so give them a call and they will assist you.

If the details are missing the vehicle will be covered by either:

- Citroen Assist – 0800 0727272
- Ford AA – 0800 111234
- Mercedes Direct – 0800 800644
- Peugeot Assistance – 0800 2940294
- RAC – 0800 616300
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If the vehicle has to be recovered, please ensure you have it recovered to **the branch you hired from**. Otherwise there will be a further recovery fee which will be your responsibility.

## FAQ

### Do I Have to supply fuel?

Yes, our fuel policy is return it with what's in it so the hirer is responsible for putting in their own fuel. Don't worry there is always enough fuel to get you on your way and we are located within a mile of a petrol station.

### What do I need to do if I'm involved in an accident?

All accidents need to be reported to us within 48 hours regardless of fault or if there's any damage or not. Failing to notify us will invalidate your insurance waiver and you will be fully liable for any claims

### Can I have an additional driver?

Yes you can, but we will need to see them and their Driving Licence before they drive the vehicle – there will be a £5 charge per day

## **Can I extend the hire?**

Yes, subject to availability. Hirers must call us and check availability (01923 711117) if they wish to retain a vehicle beyond the agreed time or date of return. Failure to do so will result in the hirer driving without insurance.

## **What deposit is required?**

We do not take a deposit on our smaller vehicles however we will take a £250.00 deposit on a credit or debit card for 7.5 ton lorries. This is then refunded in full if there are no additional charges. We don't take cash or cheques.

## **What payments do you accept?**

We accept debit or credit cards and We do not accept cash or cheques.

## **What happens if I have points on my licence?**

If you have no more than 6 points then you are still ok to hire but if you have more than 6 points or have been disqualified at any point then please call us 01923 711117 before booking.

## **What entitlement do I need to hire a 7.5 ton lorry?**

You should have Category C1 on your Driving Licence. An Operators Licence is required for business use. This is not required for private rental.

## **What is your hire day?**

Our one day hire period is collection from 8.30am one day to 8.30am the following day.

## **Can I hire for a single day at the weekend?**

Yes, all of our vehicles can be hired for a single day, 7 days a week including Saturday or Sunday

## **Do I have to return the vehicle in working hours?**

No you don't, we have a 24-hour key drop facility, so vehicles can be returned at any time. Simply Park, Lock and Drop the key in our secure key drop off point when you're done at any time, day or night. You will still be responsible for the vehicle until it is seen in by one of our team in the morning.

## **How do I 'share my licence'**

Option 1 –

Is to go online prior to collecting your vehicle, this is by far the quickest way. You go online to [Share my Licence](#) and follow the step by step instruction.

You will need your driving licence number, national insurance number and your postcode. When you've entered all your details you then have 2 options, you

can either create a licence 'check code' which you will need to bring with you as well as your driving licence when you collect your vehicle. Then we will use the code to see your driving licence information.

Or the second option is to 'View, print or save' your driving information and bring that with you, with your licence. This is by far the quickest option and will avoid any hold-ups when you collect.

If you don't have access to the internet or require help with the online service we are more than happy to help when you come to collect. Just remember to bring your driving licence and national insurance number.

## **What licence's do you accept?**

We only accept a full UK driving licence, which has been held for at least 2 years. If you have the old style paper licence that's fine but you will need to bring your passport as well.

## **What are your age conditions?**

Over 23 and under 70 for all the vans and over 25 under 70 for the 7.5 tonnes lorries

## **What ID do I require to hire a vehicle?**

Proof of address (utility bill or bank statement no older than 90 days), a Debit or Credit Card to make payment and your own Driving Licence. If you have the photo type Driving licence you no longer need the counter part, but you will need to generate an online [share your licence](#) code or View, print or save your licence information and then provide that when you collect.