



# Van Hire Terms & Conditions

Below is a list of the terms and conditions of hire, which is linked to the hire agreement. By signing the hire agreement you also agree that you have read, understood and accept the terms below. If you do not understand anything you need to ask before signing the hire agreement or making a booking.

## **Deposit**

To secure and confirm your booking we require 50% of the total hire fee or a £500 non-refundable deposit, whichever is greater. Once this is received the booking is secure.

## **Payment**

Full cleared funds must be received in advance of the start of the hire period, which in turn activates the insurance for the hire.

We accept all major credit and debit cards with the exception of American Express. Alternatively you can make payment by BACS. Please email confirmation when done. We must receive cleared funds in our account before the vehicle is released. Do consider the time banks take to transfer a BACS (A few working days) or if you are making an international payment please allow at least a week for the process to complete. We cannot accept cash bookings, as the insurance policy requires a traceable payment for bookings.

## **Hire Times**

Vehicles can be picked from 10am on the first day of booking. This is negotiable as every client has different needs. All hires need to be returned by 9:30am of the return date as agreed on the booking form and invoice. Late returns will incur additional hire charges:  
50% of the day rate if returned after 9am and before 12pm of the return day)  
A full day hire if returned after 12pm of the return day.  
This is because the hire is by the day and half day. So if the vehicle is late back and a hire cannot be done then the cost is charged to the late returner.

Hires are calculated on a day and half day rate.

## **Example:**

Pickup at 10am on day 1, return the next day before 9am = 1 day hire  
Pickup at 10am on day 1, return the next day at 11am = 1.5 day hire day hire  
Pickup at 10am on day 1, return the next day at 1pm = 2 day hire day hire

## **Cancellation**

If you cancel your booking within 14 days of the hire start period, 50% of your total hire cost will be retained. If you cancel your booking within 13 days 100% of your total hire rental cost will be retained.

## **Insurance and Driver's Eligibility**

Prior to the commencement of any hire we will need to inspect the license of all drivers intending to use the vehicle. Drivers must meet the following criteria to be covered under our self-drive hire policy:

- Drivers must be the age of 25 or over and under 75
- Have held a full UK/EU license for a minimum of two years.
- Have not had their license suspended for any period within the last 3 years
- Have not been involved in more than one fault incident within the last 3 years
- Have no more than two convictions with a maximum of 3 points per conviction

It is unlikely we can insure you if you have more than 6 points. Drivers aged 23-25 with a minimum of two years driving experience are subject to assessment by the insurance provider on a case-by-case basis.

A fully comprehensive insurance is included in the charges. Should you be travelling in the EU, we require the hirer to stipulate the exact locations of the route so the appropriate insurance risk can be carried out.

Our insurance will not cover theft or damage to hirer's personal belongings or electronic/musical equipment. All items left and/or stored overnight in the vehicle are left at the hirer's own risk. We are not responsible for any loss or damage to the hirer's belongings or equipment at any point, either before, during or after the hire period. You should have your own insurance to cover such things.

A copy of our insurance documents is provided with the vehicle.

If you wish to have additional person(s) drive the vehicle during the hire this will incur a £10 fee per additional driver.

### **Liability**

Neon Street regularly maintains and services all vehicles including checking fluids before all hires. However Neon Street cannot accept any liability for any losses suffered by the hirer as a result of breakdown or any mechanical fault, including as a result of not being able to honour any contractual obligations during the hire period.

It is the responsibility of the hirer to have appropriate tour insurance in place for own loss protection.

It is also the responsibility of the hirer to check all fluids (oil, water etc) and tyres daily during the hire to prevent damage to the vehicle. The hirer will be liable for any damage which is determined by inspection by an independent or dealer garage.

### **Driver/Hirer liability for damage**

When the hirer of the vehicle is different from the driver it is up to the driver and hirer to discuss prior to the hire, who is liable for any damage incurred during the hire. Neon Street Limited will charge the hirer for any damage caused regardless of your agreement.

The driver is still responsible for abiding by all UK and European road laws and where requested for the drivers details in line with any traffic offence we will pass on the hirer and drivers details.

### **Identification**

We require:

- Copy of card license or counterpart if driver does not have card.
- DVLA Check code to verify any endorsements. This is part of the new digital license checks brought in by the DVLA in 2015.
- Utility bill to verify address.

### **Damage**

Any damage to the vehicle will be deducted from your credit card that is on file. When you hire the vehicle any damage on the vehicle will be recorded so as to identify any new damaged when it's returned. If the hirer is a regular customer and a card is not on file, they will be invoiced for the repairs.

The excess on vehicles is £1000 + VAT per repair.

The hirer of the vehicle will be charged for the damage.

Should damage/theft to the vehicle be caused by any illegal activity (such as street racing, drunk/drug/dangerous driving), non-use of all security methods, striking overhead or low structures then the total cost of repair shall be the responsibility of the hirer and not limited to the £1000 + VAT excess.

Repairs are carried out by approved Mercedes repair centres and body shops to maintain the standards of the vehicle both mechanically and physically.

### **Breakdown and recovery service**

UK and EU breakdown and recovery service is included with the hire.

**For VW Transporter breakdowns:** This is managed by Nationwide Motorplus who can be contacted on: 01274 288 488. They work with agents across Europe to provide this service. If you call the service and you are on a Toll road the breakdown service cannot come to you, as it is a private road. You will be towed off the road by the private company servicing the road. This may incur an additional charge, which you will be required to pay direct to the private contractor. Should you suspect an issue with a vehicle, we advise to get off the toll road so our breakdown service and come to you.

If a repair is not possible on the side of the road then the vehicle will be towed to the nearest appropriate garage for repair.

In the event that the vehicle is not repairable within 48 hours then we will send a replacement vehicle out to you subject to availability.

**For Mercedes Sprinters:** We use the Mercedes Moblio service. Call +44 (0) 207 660 9992. If you call the service and you are on a Toll road the breakdown service cannot come to you, as it is a private road. You will be towed off the road by the private company servicing the road. This may incur an additional charge, which you will be required to pay direct to the private contractor. Should you suspect an issue with a vehicle, we advise to get off the toll road so Mercedes Mobilio service and come to you.

If a repair is not possible on the side of the road then the vehicle will be towed to the nearest appropriate garage for repair.

In the event that the vehicle is not repairable within 48 hours then we will send a replacement vehicle out to you subject to availability.

### **Fuel**

The vehicle will be returned with the equivalent amount of Diesel that it was hired with. Any short fall will be charged at £2.00 per litre and deducted from the deposit.

We strongly advise to the hirer to avoid supermarket fuel as it can affect fuel efficiency and block filters. As a result the pennies saving on the pump price is lost through lack of efficiency in real-world driving.

### **AdBlue**

Our Mercedes Sprinter vehicles have Euro6 engines, which use an additive called AdBlue. It is compulsory on all new vans from 2016. Should you be hiring a vehicle with AdBlue technology it is the hirers responsibility to keep the additive topped up during the hire period and to return it at least 75% full. It is available from fuel stations and is added to the vehicle in the same way washer fluid is added.

### **Entertainment system**

Some of the vehicles have entertainment systems. Please use the instructions provided. Any tampering which results in repairs or replacement required will incur a charge for repair.

## **Vehicle Limitations of Use**

Any vehicle hire is subject to the restrictions:

- The hirer shall not, in any circumstances use the hire vehicle to carry goods in contravention of customs regulations or for any other illegal purpose.
- The hirer shall not, in any circumstances use the hire vehicle to propel or tow any vehicle or trailer without the consent of the lessor.
- The hirer shall not, in any circumstances use the hire vehicle in motor sports, including racing, pace-making, rallying, reliability trials and speed testing
- The hirer shall not, in any circumstances drive the vehicle when unfit through drink or drugs or with blood alcohol concentration above the limit prescribed by the Road Traffic Acts
- The hirer shall not, in any circumstances use the hire vehicle to carry a number of persons and/or equipment, which would cause the vehicle to be overloaded or so as to render the vehicle unsafe or illegal. The current overall gross permissible weight is 3.5 tonnes or 3,500 kgs.
- The hirer shall not, in any circumstances use the hire vehicle outside the UK without the permission of the lessor.

In the event of the vehicle being impounded or otherwise taken out of the possession, or control of the hirer or Neon Street Limited the hirer shall continue to pay the rental until such time as the vehicle is returned to Neon Street Limited's' possession. Together with the cost of repair of any damage caused as a result of the breach, which is not covered by Neon Street Limited's' insurance policy.

## **Security**

All vehicles are fitted with industry-approved deadlocks. These are provided for your use as an extra security measure and as a deterrent.

Please use them, they are not just for show. As part of the vehicle hire you agree to take all necessary action to prevent loss, damage or theft to the vehicle by:

- Using all provided locks and deadlocks at all times
- Parking the vehicle in well lit low risk locations
- Not keeping belongings of value on display in the vehicle

In addition we have been advised by the insurance industry that it is not advisable to stop and fuel the vehicle within 30km of French or Dutch ports in mainland Europe because of the increased risk of stowaways having been discovered.

Should any incident occur and the security measures have not been used than this may invalidate your insurance resulting in your liability being greater than the excess limit up to the cost of full cost recovery and repair.

## **Tracker**

A tracker is fitted to the vehicle, which monitors location, driving behaviour and alerts our insurance company upon any accident. You must still inform us of any accident or incident within two hours.

## **Fines and Other Charges**

The hirer is responsible for all speeding, parking fines, charges and toll fees incurred during the hire period. Additionally any fines incurred during the hire period resulting in non-payment of said charges and fines. The hirer is also responsible for any road tolls and taxes, which are required outside of the UK for example in Switzerland and Austria. We reserve the right to charge an administration fee of £20 + VAT to deal with any fines, penalties or charges.

## **Cleaning Surcharge**

A £70 + VAT surcharge will be deducted from the hirers deposit if the vehicle is not returned in the clean and appropriate state in which it was delivered.

## **Returning the Vehicle**

Upon the vehicles return it will be pictured and documented against the before pictures for damage.

Location and times need to be agreed prior to collection.

## **Vehicle type**

Neon Street will use its best efforts to supply the booked vehicle but reserves the right to supply, without prior notice to the hirer, an alternative vehicle as close as possible to the booked vehicle's specifications if, for any reason, the booked vehicle is unavailable at the start of the agreed rental period.

By signing the hire form the hirer confirms they have read the above terms and conditions and agrees to them.

This document was last updated October 2019.