

TAKING YOUR VEHICLE ABROAD

If you wish to take your vehicle abroad please call us on 0845 293 2799 to obtain the necessary authorisation.

We will issue you with the relevant documentation which will include a "Hire Vehicle Certificate or Vehicle Registration Document" (V5), which is a mandatory requirement when taking a vehicle overseas.

PLEASE NOTE: You are required to give a minimum 21 day notice period to Specialist Vehicle Rental and will be required to organise your own European breakdown cover for the trip.

This must be arranged with a breakdown and recovery package to include vehicle repatriation to England in the event of an accident or breakdown.

SERVICING AND ROUTINE MAINTENANCE

If your vehicle requires servicing and/ or routine maintenance:

- Please call us on 0845 293 2799 with your registration number and details of what work is required.
- We will then direct you as to which maintenance outlet to take your vehicle.
- In some cases we may arrange to give you a suitable replacement vehicle whilst your vehicle is off-road.
- All payments will be dealt with between Specialist Vehicle Rental and the repairing garage.

FINES, FIXED PENALTIES & CONGESTION CHARGES

If you receive a fixed penalty notice it is your responsibility to pay it promptly.

- As legal owners of the vehicle we will be notified if the fine remains unpaid. When we are notified, Specialist Vehicle Rental will pay the fine immediately in order to minimise any additional penalty costs back to you/ your business.
- We will then recharge you/ your business the cost of the fine plus an administration fee (as per the terms of your agreement). Fines and fixed penalty disputes must be pursued after the fine has been paid and direct with the issuing authority.
- If your vehicle requires delivery in to a "Congestion Charge Zone", Specialist Vehicle Rental will arrange this for the 1st day of hire ONLY. Congestion Charge Registration/ Payment thereafter must be organised by you/ your business direct via the relevant authority.

FUEL

Your vehicle will be delivered with a minimum of a ¼ tank of fuel (dependent upon delivery distance). Please return your vehicle with the same amount of fuel as when delivered. Shortages will be recharged at the prevailing rate plus an administration charge per litre. The administration cost charged per litre will be as per the terms of your agreement.

WHEN YOU NO LONGER REQUIRE YOUR VEHICLE

Please call us on 0845 293 2799 to off-hire your vehicle and arrange collection. Specialist Vehicle Rental has up to 2 working days to collect your vehicle for which time liability will remain with you.

SPECIALIST VEHICLE RENTAL BUSINESS HOURS

Delivery & Collections can be made Monday to Friday between 08:00hrs and 18:00hrs. Our office support hours are as follows:

Monday	08:30 - 17:30
Tuesday	08:30 - 17:30
Wednesday	08:30 - 17:30
Thursday	08:30 - 17:30
Friday	08:30 - 17:30
Saturday	09:00 - 12:00
Sunday	CLOSED

In the event of that you require support with your vehicle outside of office hours, Specialist Vehicle Rental has a 24Hour, 365 days per year support service in place with the RAC. Full details below:

RAC

Tel: 0800 616 300

Fleet Membership No: 101567449999

Services Supported Include:

- Breakdown assistance/ support.
- Vehicle Recovery to your required location following a breakdown/ accident (full UK coverage).
- Onward travel support.
- Puncture repair/ tyre change assistance.



0845 293 2799

50 Bradford Street, Walsall, West Midlands WS1 3QD

INTRODUCTION

This quick reference guide has been designed to make the running of your Specialist Vehicle Rental vehicle easy and efficient.

We hope that it will ensure any problems arising are resolved both quickly and effectively and that we keep you on the road whatever the circumstances. We have attempted to cover most eventualities to inform you of what you need to know. It would be most helpful if you read it, refer to it and stick to it.

More information can be obtained from our website: www.specialistvehiclerental.co.uk or from your Service Level Agreement/ Terms & Conditions Document.

QUALITY OF SERVICE/ CUSTOMER FEEDBACK

Specialist Vehicle Rental implements strict quality control on all of their supplied services. If you feel there is a need to give feedback on any aspect of our service, then please contact us on 0845 293 2799 and we will be more than happy to help. Your Feedback is important to us and we welcome it.

YOUR RESPONSIBILITY

The vehicle is your responsibility whilst it is in your custody and care. It needs to be treated as you would treat your own vehicle in regards to maintenance, parking fines and general care. It needs to be maintained properly.

Therefore please:

- Check the oil, water, battery & tyres on a weekly basis.
- Have it serviced at the correct intervals.
- Keep it clean.
- Park it wisely.
- Enjoy your vehicle & please drive it safely.
- If in doubt, please call us on 0845 293 2799 - We are here to Help!

YOUR VEHICLE

Your vehicle is on hire from Specialist Vehicle Rental.

The agreement covers the following:

- All servicing and maintenance.
- Replacement tyres, batteries and exhausts (excluding damage).
- Breakdown and recovery.

The agreement does not cover the cost of:

- Interior or exterior damage.
- Fuel and oil.
- Replacement or repair to windscreens and glass.
- Repairs carried out without prior authority from Specialist Vehicle Rental.
- Parking fines, congestion charges and any other fixed penalty notices or driving contraventions.

VEHICLE REPAIRS (BATTERIES/ EXHAUSTS/ MOT's)

The contract allows for free-of-charge repair/ replacement of vehicle components provided repair/ replacement is due to fair wear and tear and not misuse, damage or neglect.

If your vehicle requires maintenance and/ or repairs we have arrangements in place with Halfords Auto Centres who will carry out the work for you on behalf of Specialist Vehicle Rental. For the location of your nearest depot please call us direct on 0845 293 2799. On arrival at the Halfords Auto Centre depot tell them the car is a Specialist Vehicle Rental vehicle (Account Number 2726) and they will make a quick phone call to obtain the necessary authority before commencing with the required work.

TYRE REPLACEMENT/ REPAIR

If your vehicle requires repair/ replacement of a tyre, please call us on 0845 293 2799 and we will arrange this for you. In the event of an urgent requirement outside of business hours, please call our 24/7 Breakdown Service on 0800 616 300 (RAC - Fleet Membership No: 101567449999) who will assist you with either fitting the spare tyre, using the puncture repair kit provided or recovering the vehicle to your required location.

In the event that a tyre requires replacement for reasons other than fair wear and tear, the charge will be applied based on the tread depth :

7mm plus remaining	100% of cost
6 to 7mm remaining	75% of cost
5 to 6mm remaining	50% of cost
4 to 5mm remaining	25% of cost
less than 4mm remaining	0% of cost

BREAKDOWN

In the event of a breakdown during business hours (Monday to Friday 08:30hrs to 09:00hrs) please call us direct on 0845 293 2799.

Should your vehicle breakdown occur outside of business hours, out of hours arrangements have been made via the RAC to provide a nationwide breakdown, recovery and onward travel support service. Full details below:

RAC

Tel: 0800 616 300
Fleet Membership No: 101567449999

When contacting the RAC you will be required to provide the following information:

- Details of the vehicle make, model and registration number
- Your name
- A description of the problem
- Your location and contact telephone number

RAC aim to be with you within 60 minutes of your call.

MINOR VEHICLE DAMAGE

In the event of your vehicle receiving minor damage as the result of an accident or whilst it has been parked, you must contact your insurance company to obtain a claim number as soon as possible after the incident.

You must then notify us on 0845 293 2799 with the claim number information and details of the accident. This must not be left until the end of the hire as we may be contacted by the police for details of incidents that have occurred.

If we have these details in advance, incidents can be dealt with more effectively and efficiently for all parties involved.

If the damage is very minor (under your insurance excess) you may wish to pay for this directly by calling us to inform us of the damage. When we collect your vehicle, please ensure to point out the damage to our collection driver so we know which damage you are responsible for.

When the vehicle is returned to us we will then contact you with an estimate of the repair at which point you can still choose to inform your insurance company if the cost is more than anticipated.

If in doubt, please call our customer support team on 0845 293 2799.

WINDSCREEN/ GLASS DAMAGE

Vehicles returned to us with damaged windscreens or glass will be repaired or replaced and the cost recharged to you/ your business.

PLEASE NOTE: If your windscreen needs replacing or repairing you may be covered under your own vehicle insurance. If not, please call us on 0845 293 2799 and we will arrange repair/ replacement on your behalf.

SAFETY - HOW TO SAFELY DEAL WITH A BREAKDOWN

- Switch on hazard warning lights.
- Try to get the vehicle safely off the road.
- If possible leave busy roads by the first exit.
- If the vehicle is not situated safely, exit the vehicle, as a precaution against being struck by another vehicle.
- If you have a warning triangle, place at least 100 meters behind the vehicle to warn approaching traffic.
- Find the nearest telephone & call either us on 0845 293 2799 or the RAC on 0800 616300.
- Leave any animals in the vehicle.
- If possible lock all the doors except for the driver door.
- Patrols cannot work on unattended vehicles so please return to where the vehicle is located when required.
- If you get going before the recovery agent arrives, please ring them & let them know.
- If a garage vehicle arrives rather than an RAC liveried van, only accept help if the mechanic has the details you provided to the RAC. Always ask for identification.

ACCIDENTS/ ACCIDENT DAMAGE

In the event of an accident, you must contact your insurance company to obtain a claim number as soon as possible after the incident. You must then notify us on 0845 293 2799 with the claim number information and details of the accident. If the incident occurs Out-of-Hours and the vehicle is un-drivable please:

- If you have your own insurance - Arrange with your insurers to recover the vehicle.
- If you have insurance via Specialist Vehicle Rental - Contact the RAC on 0800 616 300.

At the scene of the accident please:

- Stay calm.
- Obtain make and registration number(s) of other vehicle(s).
- Obtain the name and addresses of all parties involved and details of their insurers.
- Obtain details of independent witnesses where possible.
- Note date, time, weather condition and precise location.
- Notify the police if any person is injured.
- If you have a mobile phone with a camera, take pictures of the damage and position of the vehicles.