

VEYGO RENTAL TERMS & CONDITIONS

By signing the Rental Agreement with the Rental Provider and/ or by taking a Vehicle from Veygo Rentals you are entering into a legal contract with us on these terms and conditions (the rental agreement and these terms and conditions are collectively the Agreement).

1. Definitions

Accessories	include but are not limited to car/baby seats, satellite navigation systems, parcel shelves and locking wheel nuts
Administration Fee	A fee of £10 which is applied when we pay a fine or penalty on your behalf
Branch	means the Rental Provider's premises where Vehicles may be collected and/or returned
Charge and/or Fee	means those set out in the Agreement in schedule 1 or notified and agreed by you either before or after entering into this Agreement
Policy Holder	"You" or "Your", the person named on the Certificate of Motor Insurance and the Rental Agreement
Rental Agreement	The form you sign when you 'check out' the Vehicle before the Rental Period and when you 'check in' the Vehicle at the end of the Rental Period
Rental Charge(s)	The daily rental charge displayed on www.rentals.veygo.com
Rental Period	The period shown on the Agreement (which cannot exceed 30 days)
Rental Provider	The company who provides Vehicle rental services to Veygo
Motor Insurance	Cover for any claims made by third parties for death or personal injury or damage to their property, loss of or damage to the Vehicle or death or personal injury to you;
Vehicle	The motor Vehicle described on the Rental Agreement
Veygo	We, Us and Veygo, an Admiral brand that provides insurance options for 'drivers with no cars'
Working Hours	The hours when a Branch is open to the public.

2. Rental Period

- 2.1 Subject to clause 2.3 of this Agreement, You will have use of the Vehicle for the Rental Period.
- 2.2 If You return the Vehicle before the end of the Rental Period then both the Rental Period and this Agreement will end on the date of the Vehicle's return. If you decide to return the Vehicle early You will not be entitled to the return of any unused insurance but You may be entitled to a refund on any full days unused of Rental Charges.
- 2.3 If You want to extend the Rental Period You must contact Veygo at least 2 Working Hours before the end of the Rental Period or any previously agreed extension. If You do not contact us in time, You must pay an extra day's hire.
- 2.4 The Rental Period (even if it is extended under clause 2.3 of this Agreement) lasts for a maximum period of 30 days ("Maximum Rental Period"). If You wish to hire a motor vehicle after the Maximum Rental Period, You must (a) return the Vehicle to the relevant Branch at the end of the Rental Period (b) arrange the hire of a new motor vehicle on <https://rentals.veygo.com/> and enter into a new Agreement.
- 2.5 If You return the Vehicle after the end of the Rental Period, You must pay to us the Rental Charge for each day until the Vehicle is checked in and returned to the Rental Provider. You will also be responsible for all damage to the Vehicle and any unpaid Charges and Fees (including, where applicable, any Administration Fee).
- 2.6 If You do not return the Vehicle to the Rental Provider when this Agreement ends, the Rental Provider is entitled to its immediate return and will take all lawful means to recover it. You will be liable for all reasonable costs (including any legal costs), Charges and Fees (including any Administration Fees).

3. Charges

- 3.1 You agree to be responsible for and will pay to us:
 - 3.1.1 a deposit of £250 which will be refunded in full 48 hours after You return the Vehicle at the end of the Rental Period, provided there are no additional charges that need to be paid. Subject to clause 3.1.7, any additional charges requested by the Rental Provider that become apparent after the 48 hour period will need be paid as soon as we notify You. Deposit monies may take up to 7 working days to be available in Your account depending on Your bank or card provider.
 - 3.1.2 any Charges or Fees (and all applicable value added tax ("VAT"))
 - 3.1.3 any Administration Fee payable under these terms and conditions
 - 3.1.4 any Charge for delivery and/or collection

- 3.1.5 the cost to refuel the Vehicle at the published rates on the date of return (which are much higher than forecourt prices and include a £0.65 administration charge) if You do not return the Vehicle with a full tank of fuel
- 3.1.6 Where applicable:
 - 3.1.6.1 a 'one way hire' Charge if you decide that you wish to return the Vehicle to a different Branch than you originally intended.
 - 3.1.6.2 a valeting Charge if it is necessary to return the Vehicle to the same condition it was in before the start of the Rental Period (including but not limited to smoking in the Vehicle).
- 3.1.7 All costs arising from any congestion or parking charges (or failure to pay them) or a breach of any parking restrictions or a road traffic offence or any other offence involving the Vehicle including costs from the Vehicle being clamped, seized or towed away and any charges/costs (or failure to pay them) of the relevant organisation (if and when it asks for these payments) plus the Administration Fee (for each charge we pay).
- 3.1.8 the cost of repairing any damage, that is not covered under your policy of motor insurance provided by Veygo, caused to the Vehicle or any Accessories or which You cause to another party, their property, the vehicle they are in and all uninsured losses before the Vehicle is checked back in by the Rental Partner.
- 3.1.9 the replacement cost of any Accessories which have been lost, stolen or are uneconomical to repair (whether or not You are responsible for such loss).
- 3.1.10 a Fee if the Vehicle's key is lost or damaged (whether or not you are at fault)
- 3.1.11 If the Vehicle is seized by any Government, authority or organisation whether within or outside of the UK and whether or not you are at fault, You must pay for any damage caused to the Vehicle and/or Accessories, any penalties, fines, restoration/repatriation charges or any other Charges or Fees.
- 3.1.12 You agree that at any time before, during or after the Rental Period, any and all Charges, Fees, loss and/or damage incurred by us under this Agreement or related to Your rental of the Vehicle can be offset against your deposit and, where there is no deposit or the deposit is insufficient, that we can apply any additional charges to the credit or debit card presented by You before entering into this Agreement, or we can issue an invoice to you for those sums that will be payable immediately.

4. Your Responsibilities

4.1 You must inspect and take clear photographs of the Vehicle and Accessories before signing the Rental Agreement. If there is any pre-existing damage, you must tell the Rental Provider and reference this on the Rental Agreement before you sign. Where pre-existing damage to the Vehicle and Accessories cannot be checked in advance, You must notify any such damage to the Rental Provider within 24 hours of the start of the Rental Period. Notification of such damage should be made by phoning the Branch.

Clear photographs means photographs of the front, rear and sides of the Vehicle, including including any damage (pre-existing or not), which must be taken before and after the Rental Period, regardless of whether the Vehicle is collected and returned to Branch or a delivery and collection has taken place.

4.2 You must look after the Vehicle, keys and Accessories against loss and damage (however arising) throughout the Rental Period. If You do not do so, You will be responsible for all damage, loss and Charges.

4.3 You must ensure that only you drive the Vehicle and you must:-

4.3.1 provide a full, current and valid driving licence that has been held for a minimum period of 6 months (if you are aged 21-25 years) prior to the start of the Rental Period;

4.3.2 not be under the influence of alcohol, hallucinatory drugs, narcotics, barbiturates, other illegal drugs or any other substance that may impair driving ability;

4.3.3 immediately on request provide us and any law enforcement or Government body with full, accurate and up to date information relating to the Vehicle's use during the Rental Period.

4.4 You must not (nor allow anyone to) fit any roof or bike rack or any tow bar. If these are already fitted You must not (nor allow anyone to) modify them. You must not (nor allow anyone to) fit winter tyres or make any other modifications to the Vehicle without our prior written consent. You will be responsible for any damage caused by the fitting of winter tyres or subsequent exchange to normal tyres or for any other modification.

4.5 You must not use nor allow the Vehicle to be used on the Nurburgring Nordschleife or any race track, circuit or prepared course, or for any formal or informal test, race, contest, competition, track day, driving experience or any organised event.

4.6 You must not take the Vehicle (nor permit the Vehicle to be taken) outside the territorial limits as listed in the policy of motor insurance. This will also exclude any travel to or between any of the excluded countries.

4.7 You will not (nor will you allow anybody else to) smoke in the Vehicle.

If the Rental Provider reasonably think that smoking has happened in the Vehicle, You must pay the valet Charge.

- 4.8 You will not sell, rent or dispose of the Vehicle or any of its parts or Accessories.
- 4.9 You will not attempt to nor give anyone any legal rights over the Vehicle.
- 4.10 Subject to any fair wear and tear to the Vehicle, you will return the Vehicle to the Rental Provider in the same condition it was in at the start of the Rental Period.

5. Our Responsibilities

- 5.1 If we are in breach of this Agreement we will not be responsible for any losses (including any loss of profits) which you suffer as a result, except for losses which are a foreseeable consequence of our breach of this Agreement or our negligence.
- 5.2 We are not responsible for any property placed in the Vehicle which is there at your own risk. You must not leave any property in the Vehicle when you return it to the Rental Provider (you are responsible for checking the Vehicle). Any property left in the Vehicle which remains unclaimed 3 months after the end of the Rental Period will be disposed of by the Rental Provider.

6. Vehicle Checks & Replacement

- 6.1 The Rental Provider reserves the right to exchange the Vehicle with a suitable replacement Vehicle at any time, including but not limited to when the Vehicle requires a routine service. You agree to contact Veygo within 48 hours of receiving any notice requesting an exchange to arrange for the Vehicle to be replaced as soon as possible. Failure to do so could result in you being responsible for paying a further Charge/Fee.

7. Your Insurance

- 7.1 The motor insurance cover we provide is fully comprehensive insurance and is effective from the start of your Rental Period until the permanent return of the Vehicle and the key to the Rental Partner. Refer to your Policy Booklet for details of your insurance cover.

8. Breakdown, Accident & Repair

- 8.1 If a warning light appears or the Vehicle develops any fault during the Rental Period, you must call the telephone number stated on the notice affixed to the Vehicle's windscreen for assistance. If there is an accident/incident you must tell Veygo immediately on **0330 134 8647**.

- 8.2 If the Vehicle breaks down or is involved in an accident/incident during the Rental Period the Rental Provider will, as soon as possible, recover and repair the Vehicle so that it is rendered functional. If the Vehicle cannot be repaired the Rental Provider will (where possible) provide you with an alternative Vehicle of an equivalent standard and size to the Vehicle for the remainder of the Rental Period.
- 8.3 If You have an accident/incident you must:
- 8.3.1 not admit or accept responsibility;
 - 8.3.2 obtain and notify Us of the names and addresses of all involved, including witnesses;
 - 8.3.3 make the Vehicle secure and tell the police straight away if anyone is injured, the road is blocked or if any property has been damaged, within 24 hours;
 - 8.3.4 tell Us of the accident or incident on **0330 134 8647**.

9. End of Rental Agreement

- 9.1 We may end the Agreement giving you 24 hours' notice, if we become aware or suspect that You have breached these terms and conditions, and we will contact You using the details You provided when You made the booking. No cover under the policy will be provided and instead, liability will be restricted to meeting the obligations as required by the Road Traffic law. In those circumstances we will recover from You all sums paid (including all legal costs), whether in settlement or under a judgement, of any claim arising from the incident.
- 9.2 At the end of the Rental Period (including if it is ended early) You must return the Vehicle and key to the Branch shown on the Rental Agreement. If the Vehicle and key is to be collected by the Rental Provider from You, it must be parked in a suitable place to allow collection at any time up to a period of 4 Working Hours from the end of the Rental Period without the imposition of any fines or congestion charges.
- 9.5 If this Agreement ends we will still have all of our rights under these terms and conditions, including the right to claim any amounts which you owe to us.
- 9.6 If the Agreement is ended and the Vehicle is not returned to the Rental Partner within 2 Working Hours, the Rental Provider can repossess the Vehicle. You must pay all of the Rental Provider's costs for repossessing it. If the Rental Provider needs to repossess the Vehicle You give them permission (and cannot withdraw it) to access your premises so long as we do not use unreasonable force or cause damage.

9. Your Information

- 10.1 We may use any information You have given us for the purposes of Your rental to verify identity, collect payment, monitor fraud and deal with any issues before, during and after the Rental Period.

- 10.2 We will obtain information from third parties concerning You to decide whether to rent a Vehicle to You. Before Your rental starts we will check your identity by carrying out an identity check. The Rental Provider will also verify Your identity using the details we have provided on your behalf.
- 10.3 To maintain and protect the Vehicle and to prevent and detect crime, the Rental Provider may use electronic devices to monitor the condition, performance and operation of the Vehicle and/or to track the Vehicle's movements. This information may be used both during and post Rental Period.
- 10.4 Both Veygo and the Rental Provider will keep a record of any breach of the Agreement, suspected fraud or accident history to help us with future decisions about You.
- 10.5 We may give the personal details on the Agreement and details of your performance of obligations under this Agreement to credit reference agencies, DVLA, the police, debt collectors (including solicitors) and any other relevant organisation. The Rental Provider may also give Your personal details to the British Vehicle Rental & Leasing Association ("BVRLA"), who may pass the details on to any of its members to help such members decide whether they will accept You as a customer.

10.6 General

10.6.1 Our data protection policy and privacy policy are available on www.veygo.com

10.6.2 If You have any comments about our service please contact rentals@veygo.com

10.6.3 If you have a complaint:

If you wish to register a complaint, please contact us:

In writing:

Head of Operations, Veygo, Ty Admiral, David Street, Cardiff CF10 2AA

Tel: 0330 333 5888

Email: contact@veygo.com

If you cannot settle your complaint about your rental experience with us, you may be entitled to refer it to the British Vehicle Renting and Leasing Association. Further information can be found at <http://www.bvrla.co.uk/>

Schedule 1

Additional Rental Charges & Ancillaries

Ancillary	Charge	Description
Fuel	£0.65	Pump price plus admin charge
Delivery or Collection	Up to £6.00 Up to £1.25	Fixed charge up to 20 miles Per mile over 20 miles
Abortive Delivery and Collection	Up to £30.00	Per incident
Delivery or Collection out of hours	Up to £30.00	Per instance
One-Way Hire	Up to £50	UK mainland only
Meet and Greet	Up to £35.00	Per request
24 Hour Call Out Facility	Up to £60.00	Per call out
Sat Nav	Up to £10.00	Up to a maximum of 7 days
Parking Charges Tolls & Fine Admin charge	Up to £30.00	Per incident
No Show Fee	Up to £25.00	Per incident
Claims Processing Fee	Up to £25.00	Per incident
Child Booster Seat	Up to £10.00	Per day