



GREAT ESCAPE
CLASSIC CAR HIRE



BOOKING CONFIRMATION PACK

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Getting the most out of your Great Escape experience

We've created this information pack to help you get the most out of your classic car experience. It includes frequently asked questions plus advice and information about our collection procedure, breakdown policy and insurance. You will also find information about redeeming gift vouchers.

Alongside this document, each of our cars contains a full information pack providing advice on the car and a guide to the local area. Most Great Escape sites also provide driving routes and itineraries too.

I hope you find this pack useful and clear. If you have any questions about your hire or if we can help with planning your trip, please call us on **01527 893733** or email info@greatescapecars.co.uk.

Thank you for choosing Great Escape and I hope you enjoy your classic car experience.

Graham Eason

About Great Escape

I set up Great Escape in 2006 with the aim of making classic car hire simple, accessible and professional. Today we operate multiple sites in Italy, France and the UK and manage a fleet of 70 vehicles.

When you hire from Great Escape you will be visiting either one of our own managed sites – in Devon, Cotswolds and Yorkshire – or one of our Owner Operated sites, where you deal direct with the owner of the car often from their own home.

Wherever you hire from your experience is governed by our strict procedures controlling the standard and maintenance of your car and the customer service experience. Every vehicle is covered by the same comprehensive insurance and breakdown policy and is subject to a rigorous annual servicing and maintenance regime to ensure its presentation and reliability are excellent. We constantly invest in our cars to improve them. These procedures ensure we have an exemplary record on safety and reliability across our fleet.

We know that old cars can never be 100% reliable so on the rare occasions when things go wrong, we have the systems in place – and the commitment – to get you going again as quickly as possible and with minimum fuss.

The philosophy today is the same as it was at the start. Because we hand-pick who we work with you get the same personal service, wherever you hire a car. We want you to really enjoy your time in our cars, from the moment you call to book to the time you return the keys.



Before you collect your car

When you arrive to collect your car we want everything to run smoothly and quickly. So we ask each driver to send us a completed drivers form and a copy of their licence beforehand. That means we can check that each driver complies with our insurance before they collect the car. If we don't receive these details then there is a risk we may not be able to hire the car to you. Even if you have sent us these details we will still need to see each driver's licence when they collect the car.

If your licence details change between booking and collecting the car you must let us know.

Please bear in mind that you are hiring an old classic car. Think carefully about where you plan to go and how far – 100 miles is a walk in the park in a modern car, in a classic it's an expedition.

Please check your collection time and location. We will provide you with the collection address and often a map. Ensure you have these and that the collection time is suitable for you. If not, please let us know as soon as possible.

Don't Forget

On the day you collect your car please:

1. Check the collection location, time and contact details. These appear on the confirmation letter we send you
2. Bring your driving licence (paper and card parts as appropriate)
3. Bring a separate proof of ID with your address on
4. Bring a credit card to cover the insurance excess (we do not charge your card)

If you are unsure about any of these details please call 01527 893733 immediately. If you do not bring your licence, proof of address and a credit card we may not be able to hire the car to you.



Frequently Asked Questions

Can I pick the car up before 5pm?

We can generally accommodate earlier starts during the week provided the car is available. If you would like to collect the car earlier than your booked time please call us on 01527 893733 before you book.

Can I add extra drivers?

Our hire package includes the price of one named driver. You can add extra drivers for a small extra charge up to a total of 4 drivers.

Are the cars easy to drive?

Our cars are generally very easy to drive - if you are familiar with manual or automatic gearbox cars then you will settle into any of them quickly. They each have particular characteristics and these will be fully explained to you when you collect the car. Our website provides a summary of the specification of the car.

How accessible are the cars?

We aim to make our fleet of cars as accessible as possible for all drivers. Our collection sites are wheelchair accessible and we have negotiated insurance cover that is as flexible as possible. Our fleet of cars includes saloons, large coupes with large doors, automatics and vehicles with power steering wherever possible. If you have particular requirements do please let us know on 01527 893733 and we will do our best to accommodate you.

What luggage space is there?

You can check the size of the boot on your car on our website – we generally provide photographs of the boot or an indication of size. Please note that some cars, particularly the convertibles, have small boots and we strongly recommend you use soft bags.

What is the insurance excess?

Like all car hire companies, our insurance includes an excess in the event of damage. When you collect the car we will take a credit card deposit from you to cover the excess. We take this as a credit card authorisation so we don't take money from your card unless the car is returned damaged.

Can I leave my car with you?

If you are collecting one of our cars from one of our storage site then we can provide secure parking, either outside or in our locked garage. Our sites generally have CCTV or manned security and are discreet. However, parking is at your own risk and we cannot be responsible for your vehicle or possessions.

Are the cars reliable?

We are totally committed to hiring high quality classic cars. We invest constantly in the servicing, maintenance and improvement of our vehicles. Our breakdown rate is 2% of all hires. However, you are hiring a classic car and the risk of breakdown is inevitably higher than with a modern car. We do everything we can to make our cars reliable but we cannot guarantee this in all cases.

What happens if the car breaks down?

Please refer to our separate breakdown policy.



Can I use the car for track days?

Unfortunately not. Track days are increasingly popular but our insurance restricts use to public roads. If we discover that you have used ours on a track then you will forfeit the full insurance excess. Some of our cars are fitted with tracking systems.

What fuel do the cars use?

Our cars run on unleaded. They will run happily on any unleaded fuel but we prefer that you use non-supermarket fuels. Supermarket fuels tend to have less detergent in them, which can lead to increased engine wear.

Redeeming Your Gift Voucher

If you are lucky enough to have received a Great Escape gift voucher, here are some useful tips and advice. We will always do our best to help and make the process of hiring a car from us as simple and enjoyable as possible.

1. Your voucher is valid for 12 months from the date of issue – the valid until date will appear on the voucher itself and on the voucher letter
2. You can check availability of our cars online at www.greatescapecars.co.uk using the calendar pop up function on the Pricing page. Just select the car and dates you want and you will see the available dates. Please note that availability changes daily
3. You can use our website to reserve a car for 48 hours
4. You cannot use our website to book a car using your voucher. This must be done by phone or email
5. When you are ready to redeem your voucher please call 01527 893733 or email info@greatescapecars.co.uk. You will need:
 - a. Your voucher number/booking reference
 - b. The choice of car and location you want
 - c. Some options on dates
6. When you have booked the car we will send you a confirmation pack containing all the information you need before you collect the car
7. Once you have used your voucher to book a date you are bound by to our normal cancellation terms contained in our Terms & Conditions. This means any change of date or cancellation may incur a cost
8. You can choose to extend your voucher by adding extra time or extra drivers. We will ask you to pay any additional costs at the time of booking
9. Vouchers cannot be transferred
10. Vouchers will only be refunded if we cannot for any reason provide the car you have a gift voucher for
11. You may extend your voucher for up to 6 months. Generally this will incur a fee of £25. If a price rise occurs during that extension you will be asked to pay the difference



Collecting Your Car

Please read the following carefully. It is vital that you arrive to collect your car at the correct time and with the correct paperwork.

1. The insurance cover for your car is arranged in advance and operates based on the specific hire dates and times that you have booked. This is why we ask you to be punctual when collecting and returning your car. If you are early or late we may have to extend the insurance, which may result in an additional charge of £25. We don't want to charge you so please make sure that on the day you stick to the times we have agreed. If you need to change the times, you can tell us in advance
2. As our collection times are generally at the end of the day, we will wait a maximum of 30 minutes after the collection time. Thereafter your hire may be at risk. If you are running late please notify the collection location immediately. We will always do our best to be flexible
3. You must bring driving licences for all drivers and a proof of address when you collect the car. You must bring **PAPER AND CARD LICENCE PARTS (AS APPLICABLE)**. Without these documents you may not be able to hire the car. If you think you may not be able to bring these documents notify us immediately
4. You will be asked to sign your agreement to the insurance excess and provide card details. Please refer to the Insurance advice form for more details
5. We will conduct a vehicle condition check with you. You are responsible for the condition of the car – to avoid the risk of misunderstanding on return, please make sure the condition form is accurate and comprehensive to your satisfaction
6. We will check the fuel level of the vehicle with you. You must return the car with exactly the same fuel level to avoid the risk of extra charges. Please follow the advice you are given about refuelling the car
7. The vehicle handover takes around 30 minutes. Please factor this into your travel plans. The return takes around 20 minutes
8. Please listen carefully to the vehicle familiarisation. Even if you have driven this exact model before, we urge you to heed the information and advice we provide
9. When test driving the car pay particular attention to how the gearbox, steering and brakes work. Use the time to test them properly
10. You are the only person who can assess whether you feel competent to drive the car. Do not drive away until you feel confident driving the vehicle



Useful Tips

We want you to enjoy your time in your chosen classic car. The information below is provided to help you do that and avoid disappointment or problems.

1. **Plan your trip sensibly.** Our cars are 15 to 60 years old. We spend at least 35% of the cost of hire on maintenance, but the risk of a breakdown will always be higher than with a modern. These cars were considerably less reliable than modern cars when they were new, so please plan accordingly. We recommend a typical daily mileage of 80-120 miles. You are free to travel as you wish but we do not recommend exceeding this mileage
2. Please take care with your choice of **overnight parking.** While the car is in your care it is your responsibility. We recommend you use well lit off-street parking and where possible park away from other cars to minimise the risk of damage
3. Our cars were not built for an era of **speed bumps** and generally they have low exhausts. Please take extra care when negotiating speed bumps as all damage is at your own risk
4. We will inspect the **condition of the car** with you carefully. Please ensure you note all imperfections. Any variances on return may incur charges. You are responsible for the condition of the car while it is in your care
5. Please return the car with the same level of **fuel** as when you collected it. Any variance may result in additional charges. All of our cars run on unleaded or we provide additives
6. We will provide a **vehicle familiarisation.** Generally we will ask you to test drive the car before heading off. It is your responsibility only to drive off when you feel safe and comfortable driving the car
7. **Please wear sensible clothes.** Please avoid clothing with sharp buckles or belts. Classic cars generally have narrow foot pedal boxes – please wear appropriate footwear
8. Please **be realistic in your expectations of the car.** Your car will be a very good example of its kind, generally having been subject to extensive refurbishment and expenditure. Every car will be 100% operational for everyday use. But they are old cars. You should expect some signs of wear and tear, typical of an old car, and some minor switchgear, such as the clock, may not work as when new.
9. Most but not all of our cars have **cigarette lighters** for plug in satnavs. Please do not expect to be able to use a satnav when driving one of our cars
10. Your car is hired in multiples of 24 hours. Our insurance offers a **maximum 30 minutes extension** to this after which we incur penalties. If you are late returning the car you may incur an additional charge
11. We allocate collection times on an appointment basis. **We will wait a maximum of 30 minutes after the appointed time for you to arrive.** If you are running late please call us on the number provided for your collection location.



Insurance

Your Great Escape hire car is backed by our comprehensive specialist self-drive hire policy.

1. The insurance policy covers named drivers to drive the specified vehicle during the hire times booked. Only drivers who have completed one of our Drivers Forms and supplied licence details may drive our vehicles. They are only insured to drive the car they have booked during the hire times they have booked.
2. Our insurance policy is comprehensive and identical in scope to your personal or business vehicle insurance cover.
3. Each Great Escape car is subject to an insurance excess as set out on our website and in your booking confirmation letter. When you collect the car we will ask you to sign to accept this excess and provide credit card details to cover it. The person who signs this acceptance and provides their car details is responsible for the excess. We do not deduct the excess at point of hire.
4. While you are hiring our car it is your sole responsibility. You are potentially responsible for all damage inflicted by yourself, any other named drivers or third parties. Where we cannot claim against a third party you will be liable for the cost of damage. It is therefore important that you obtain third party details in the event of an accident
5. In the event of damage, we will immediately deduct the full value of the insurance excess using the card details provided. We will notify you of this. Where we are able to recover the cost of damage from a third party we will refund you immediately on receipt. Where the cost of damage is less than the insurance excess we will refund you immediately after repair
6. Our insurance covers you to drive for the specific period of the hire. This operates in blocks of 24 hours. Therefore, unavoidably, if you collect the car earlier than the booked collection time then the 24 hour period still applies – if you stray beyond this then an additional charge of £25 per driver will apply to extend the insurance. If you bring the car back more than 30 minutes late then you also risk a charge to extend the insurance. We want you to enjoy your experience without hidden charges – this is why we are making this clear before you collect the car.

Accidents

1. Every Great Escape car is subject to a rigorous annual servicing and maintenance regime. Each car is also checked before every hire according to an 18-point safety inspection
2. In the event of an accident, you must immediately notify us. You must also complete and supply us with an Accident Form, which you will find in each vehicle.



Breakdown & Accident Policy

Summary

Nobody wants to think about things going wrong when you hire a classic car. Because we spend 35% of all hire income on maintaining our cars, it is a rare occurrence. However, we feel it is important to be clear about how we manage and respond to the risk.

Every year we spend a six figure sum on maintaining our cars and we have our own workshop and maintenance team. As a result, we have industry-leading levels of reliability despite the high mileages our cars complete each year.

When you hire from Great Escape you have our guarantee that we do everything we can to make our cars as reliable and safe as possible.

But we are running a fleet of old vehicles. However hard we work, it is impossible to eradicate the risk of breakdown. When new, these cars suffered reliability problems far in excess of modern car levels. When you hire a car from us you have to accept this risk as intrinsic to hiring an old car. So please set your expectations accordingly and plan your time in the car appropriately.

For the sake of clarity, here we set out our policy in the event of incidents involving our cars. This policy is part of our terms and conditions and you accept agreement to it when you hire one of our cars. Please therefore read it carefully and let us know if you have any questions.

We want you to enjoy your Great Escape experience. We will always do as much as we reasonably can to ensure this happens, even when things go wrong. But we cannot eradicate risk inherent with old cars.

Pre-Hire Vehicle Faults

Very occasionally our vehicles develop a fault before hire. We appreciate that this can be extremely disappointing. Please be aware that we do everything we can to avoid this happening. But we would rather cancel your hire than issue a car to you that is unsafe or potentially unreliable. Therefore, if we feel your hire is at risk, this is what we will do:

1. We will notify you immediately by phone and email advising you of the problem. It is your responsibility to ensure you provide us with up to date contact details. Please also monitor your phone and email for such messages in the 24-48 hours before your hire date. If you do not hear from us you can assume there is no problem we are aware of
2. If we cannot provide your chosen car for the dates booked we will offer you two options:
 - a. A replacement car, where available, of a similar or better standard, for the same dates from the same location. If we can, we will move a car from another location
 - b. Rearrange your dates with the option of an extra 50% hire time FOC in your booked car, up to 1 extra day



3. If we cannot provide a replacement car at same or better standard we will offer you what we have available and credit the balance of the hire fee against future hire
4. In the case of weddings only, where the dates cannot be rearranged, we will provide a full or partial refund if we cannot deliver the above
5. If we cannot provide the chosen car for the dates booked unfortunately we cannot accept responsibility for any consequential costs, in line with our terms and conditions.
6. If, in exceptional circumstances, we cannot provide your chosen car after two attempts to book, we will offer you the option of a full refund
7. Very occasionally cars develop a fault at point of collection. In such rare instances the above policy (1-4) will apply

Breakdowns on hire

When you are out in one of our cars you are not alone. We provide full business hours and out of hours emergency support. Our breakdown service is nationwide and completely free of charge – unlike some of our competitors, we don't place a limit on where you go or charge you if you call out our breakdown service.

We will not hire a car to you with any known faults that affect reliability or safety.

If you experience a problem or concern with your car on hire, this is what we do:

1. Our breakdown service is provided by the RAC. This service is free and will fix the car or recover you to one of our bases
2. If you have a problem with your car, you must call us first. We provide emergency contact details with all cars. Do not call the RAC without calling Great Escape first
3. In the event of a breakdown your safety and quick repair of your vehicle are our priority. Our local and central team will work with you and the RAC to achieve this
4. We will provide phone advice and assistance in the first instance. If you are nearby (generally within 30 minutes' drive) we will attend if we have staff available to do this. Otherwise, we will ask you to notify the RAC and begin the repair or recover process
5. The RAC will attend. If the car cannot be repaired it must be recovered to the Great Escape collection site. It is your responsibility to ensure that the vehicle is returned to the collection site. Until the car is signed back in with our team it is your responsibility.
6. In exceptional circumstances where we mutually agree that you are unable to return the car to the site, we will arrange this. Where appropriate and practical, we will arrange to return your car to you, at your own cost
7. If the vehicle cannot be repaired, we will offer you the following options:



- a. An alternative car for the balance of your hire time. This will be, where possible, of the same or better standard to your original hire vehicle. In this event, we will credit you 50% FOC extra hire time to use against future hire, up to a maximum of 1 day
 - b. A voucher to the value of the balance of your hire time, with a 50% FOC credit for extra hire time to use against future hire, up to a maximum of 1 day in the original car of choice
8. We do everything we reasonably can to make our cars reliable. Both parties accept the risk of breakdown as intrinsic to hiring a vintage car. If the vehicle cannot be repaired the options are as at 6.
 9. If the vehicle can be repaired by the RAC at the roadside within 3 hours, no compensation, refund or credit applies. If the repair takes more than 3 hours we will credit half a day hire time in the same car
 10. We will only provide a full or partial refund in the case of weddings where the date cannot be changed

Accidents

As with all hire cars, the vehicle is entirely your responsibility from the moment you accept the keys until you return the keys to us. We will ask you to sign a document confirming you understand this when you collect the car.

Every Great Escape car is covered by comprehensive specialist insurance. This works exactly like your private car insurance – it covers theft, third parties and damage to our own vehicle. However, every car is subject to an insurance excess.

You will only have a problem and incur costs where the accident is your fault or we cannot claim against a third party. It is therefore critical that you obtain third party details.

Here is our policy in the event of accidents:

1. You agree to be responsible, in the event of an accident, for the insurance excess publicised on our website and in your confirmation paperwork
2. As a mark of trust and customer service, we do not take payment for the insurance excess when you book or collect the car. We only ask for card details, that we only use in the event of an accident. You will sign acceptance of the insurance excess when you collect the car
3. There is no Collision Damage Waiver option to reduce the insurance excess on our cars. This is because CDW policies only cover vehicles up to 15 years old. You are welcome to research an independent policy but we are not aware of any insurer offering such a policy
4. You must complete an accident report form and hand it to Great Escape within 24 hours of the accident. Failure to do this will result in a £25 administration charge



5. We will conduct a condition check of the vehicle with you during handover. You are responsible for ensuring that this check is accurate and comprehensive. Any subsequent damage not noted on collection may result in you being charged
6. We are fair and reasonable. We understand the difference between damage and normal wear and tear
7. As in the case of damage to your own vehicle, you are responsible for damage inflicted by yourself or by third parties. Where we cannot claim the cost of repair from a third party you will be responsible for the cost. We understand this is upsetting but it is a general principle of insurance
8. In the event of damage, this is what we will do:
 - a. We will immediately deduct the full cost of the insurance excess from the card details you provide. If we cannot do this we will consider you in breach of your contract and signed agreement
 - b. We will, as quickly as possible, obtain quotes for the repair work. We will notify you of all quotes
 - c. We will deduct the cost of the repair work and refund the difference to you. If the cost of repair is greater than your insurance excess, there will be no refund
 - d. If we can reclaim the full cost of damage from a third party we will refund your insurance excess in full
 - e. We will not apply any additional charges over and above the costs we incur for repair work
 - f. We will be transparent and reasonable in terms of quotes and costs. However, our decision on damage and reasonable costs is final. We will not enter into prolonged debate or discussion. Please remember that where our car is damaged, we incur considerable cost in terms of disappointed customers and lost income that we do not reclaim from you
9. Our breakdown policy, in line with all breakdown policies, does not cover accident recovery. Where we incur recovery costs following an accident that cannot be recovered from a third party, you will be responsible for these reasonable costs.



Great Escape Classic Car Hire – Terms & Conditions

Our terms and conditions comprise the agreement between us. Please ensure you read these terms carefully as failure to read them is not a defence in law.

1. Your contract with us

When you book with us you accept the conditions set out in this rental agreement. Please read this agreement carefully. If there is anything you do not understand or do not agree with, please contact us by email or phone. You have 7 days from the date of your booking to query to cancel your booking. Thereafter these terms are binding. If your hire period falls within the 7 days from the date of booking these terms are binding upon booking.

2. Rental period

You will have the vehicle for the rental period shown in the agreement. We may agree to extend this rental period but the rental period may never be more than 30 days.

If you do not bring the vehicle back on time you are breaking the conditions of this agreement. We can charge you for every day or part-day you have the vehicle after you should have returned it to us. Until we get the vehicle back we will charge you the daily rate published at the place you have rented the vehicle from.

3. Your responsibilities

- a) You must look after the vehicle and the keys to the vehicle. You must always lock the vehicle when you are not using it, and use any security devices fitted to it or supplied with the vehicle. You must always protect the vehicle against bad weather which can cause damage. You must make sure that you use the correct fuel.
- b) You are responsible for any damage to the vehicle caused by hitting low-level objects, such as bridges, low branches, speed humps or kerbs or use of incorrect fuel.
- c) You must not sell, rent or dispose of the vehicle or any of its parts. You must not give anyone any legal rights over the vehicle.
- d) You must not let anyone, including you or any other drivers, work on the vehicle without our permission. If we do give you permission, we will only give you a refund if you have a receipt for the work.
- e) You must let us know as soon as you become aware of a fault on the vehicle. If you continue to drive the vehicle after it develops a fault then you may be liable for the cost of the consequential damage.
- f) You must bring the vehicle back to the place we agreed, during the opening hours displayed at that place. One of our staff must see the vehicle to check that it is in good condition. If we have agreed that you may return the vehicle outside business hours, you will remain responsible for the vehicle and its condition until it is reinspected by a member of staff.
- g) You will have to pay for reasonable costs of repair if:
 - i. We have to pay extra costs to return the vehicle to its condition when the pre-rental inspection was carried out (for example, if extra valeting time or special material or equipment is needed to restore the vehicle to its pre-rental condition); or
 - ii. You have damaged the inside or outside of the vehicle.
- h) Before you bring back the vehicle you must check that you have not left any personal belongings in the vehicle.
 - i. You must abide by any specific instructions relating to each car as explained during the familiarisation process



ii. If you damage our vehicle through driving that we consider reckless, dangerous or inappropriate you will be liable for the full cost of repair irrespective of the insurance excess in place.

4. Weddings

We only provide cars on a self-drive basis. Whatever the purpose of the hire we will always do whatever we can to ensure the hire runs smoothly and easily. However, it is a condition of hire that old vehicles are less reliable than modern cars and both parties accept this risk when entering into the hire contract. In the event of breakdown irrespective of purpose our normal breakdown and replacement policy applies as set out in these Terms & Conditions.

5. Our responsibilities

We have maintained the vehicle to at least the manufacturer's recommended standard. We assure you that the vehicle is roadworthy and suitable for renting at the start of the rental period. We will not hire a vehicle with known safety or reliability faults and therefore this may result in cancellation. Given the nature of the vehicle and its age, it is a condition of hire that you accept that it inevitably will have some defects. Such defects are acceptable under our agreement provided they do not compromise safety and reliability.

It is in the nature of classic cars that they are less reliable than modern cars. For this reason we offer a generous service in the event of breakdown. If the car fails before or during hire we will provide an alternative car where possible or offer an alternative car or the opportunity to choose different dates. If this happens three times within 12 months you will be eligible for a free voucher extension and a free extra car hire as a goodwill gesture. Alternatively you can claim a refund less the standard administration fee of £50. This situation has occurred in less than 1% of all annual hires.

We are responsible if someone is injured or dies as a result of our negligence, act or failure to act.

6. Property

We are only responsible for loss or damage to property left in the vehicle if the loss or damage results from our negligence or a breach of the contract.

7. Conditions for using the vehicle

The vehicle must only be driven by you and any other named driver, or by anyone else we authorise in writing. Anyone driving the vehicle must have a full valid driving licence and meet the following criteria:

- be aged between 25 and 75 on the final day of hire
- has not been convicted of a motoring offence or had their licence suspended or had their licence endorsed with more than 6 fixed penalty points within the last five years
- has not been refused motor insurance
- does not have a mental or physical defect or infirmity that affects their ability to drive an unadapted vehicle (if in doubt, please contact us)

The hirer will not:

- use the vehicle for hire or reward;
- use the vehicle for any illegal purposes;



- use the vehicle for racing, pacemaking, reliability testing and speed or teaching someone to drive;
- use the vehicle while under the influence of alcohol or drugs;
- drive the vehicle outside England, Scotland, Wales, unless we have given you written permission;
- load the vehicle beyond the manufacturer's maximum weight recommendations and make sure that the load is secured safely;
- if the vehicle is a commercial vehicle, use it for a purpose for which you need an operator's licence if you do not have one.

8. Towing

You or any other authorised driver must not use the vehicle for towing.

9. Charges

We work out our charges using our current published price list. In the event of vehicle damage you immediately forfeit your insurance deposit. In the event that the damage is less than the value of the deposit we will refund the difference once the vehicle is repaired.

You will pay the following charges:

- a) The rental and any other charge we work out according to this agreement;
- b) Any charge for loss or damage resulting from you not keeping to condition 3.
- c) A refuelling service charge if you have used, and not replaced, the quantity of fuel that we supplied at the start of the original rental. The charge will be based on the rates printed on this rental agreement or at the place where you rented the vehicle from.
- d) All fines and court costs for parking, traffic or other offences (including any costs which arise if the vehicle is clamped). You must pay the appropriate authority any fines and costs if and when the authority demands this payment. If you do not, you will be responsible to pay our reasonable administration charges which arise when we deal with these matters.
- e) The reasonable cost of repairing any extra damage which was not noted on our Condition Form at the start of the agreement, whether you were at fault or not (depending on 4). And the reasonable cost of replacing this vehicle if it is stolen, depending on any insurance you have (as set out in 9), if any when we demand this payment.
- f) The full cost of any mechanical damage to the vehicle arising from misuse or failure to stop in the event of a fault developing. This cost to be applied only following independent assessment of the vehicle.
- g) Any costs or charges arising from the use of incorrect fuel.
- h) Any charges arising from Customs and Excise seizing the vehicle, together with a loss-of-income charge while we cannot rent out the vehicle, if and when we demand this payment.
- i) Any published rates for delivering and collecting the vehicle.
- j) Interest which we will add every day to an amount you do not pay us on time, at the rate of 4% a year above the base lending rate of Barclays Bank from time to time.
- k) Valued added tax and all other taxes on any of the charges listed above, as appropriate.

You are responsible for all charges, even if you have asked someone else to be responsible for them.



10. Insurance

Our vehicles are supplied with fully comprehensive insurance and full UK breakdown cover. There is no Damage Waiver option available. A refundable deposit will be taken before hire commences to cover the insurance excess.

The insurance excess varies by vehicle and is notified to you on booking and in all confirmation paperwork. Your excess payment is at risk if you damage the bodywork or mechanicals of the vehicle. In the event of bodywork damage to our vehicle or a third party, we will automatically retain the full insurance excess. If the repair cost for bodywork is less than the excess you will be refunded the difference after repair.

In the event of mechanical damage caused by improper use or misfuelling you will be liable for the full cost of repair, even where this exceeds the insurance excess. Improper use is defined as driving the vehicle without due care or sympathy or failing to operate the car in line with our advice and guidance. This does not include mechanical breakdown and repair due to component failure caused by general wear and tear. In the event of dispute the nature and cause of the damage will be assessed by an independent arbitrator.

11. Choice of car

We maintain our cars to a high standard, which means we have industry leading levels of reliability. We will not hire a vehicle to you with a known safety or reliability issue. However, it is the nature of classic cars that they are less reliable and require more maintenance than other forms of hire vehicle. Similarly, parts supply for such vehicles is not the same as it is for modern vehicles. It is therefore a condition of this agreement that you accept the increased risk of non-availability or breakdown before or on hire as an inherent element of hiring one of our vehicles.

In the event that we cannot provide the vehicle you have booked for your chosen hire dates our responsibilities are as set out in section 5.

We are not responsible for any consequential loss in any circumstances arising from breakdown or non-availability.

12. Gift Vouchers

Gift vouchers are valid for 12 months from the date on the voucher – where appropriate. For an administration fee of £25 vouchers may be transferred to an alternative driver – subject to meeting these terms and conditions – but no refund is available on unused vouchers. In certain circumstances vouchers may be extended for a further 3 months subject to an administration fee of £25. We reserve the right to cancel the hire agreement if the driver does not meet our insurance requirements at any time or if the information supplied is incorrect or cannot be verified. In such instances we will refund the hire cost in line with our cancellation policy and subject to a discretionary cancellation fee. If a gift voucher is used to pay for a booking you are bound by the terms of the gift voucher and not by the cancellation policy detailed in section 17.

13. Vehicle contents

The vehicle will be supplied with various contents including information pack, maps, guide books, spares, tools and other materials. These remain the property of the hirer and must be returned at the end of the hire period. Failure to do so will result in a charge for replacements.



14. No Smoking and Pets

Please do not smoke or allow pets into our vehicles. Failure to comply will result in hire being cancelled and a charge of £25 being levied.

15. What to do if you have an accident

If you have an accident you must not admit responsibility. You should get the names and addresses of everyone involved, including witnesses. You should also:

- make the vehicle secure;
- tell the police straight away if anyone is injured or there is a disagreement over who is responsible; and
- call our office straight away. You must then fill in our accident report form and send it to us immediately.

16. Data Protection

You agree that we may use any information you have given us to carry out our own market research. If you break the agreement we can give this information to credit reference agencies, the Driver and Vehicle Licensing Agency (DVLA), debt collectors and any other relevant organisations.

17. Cancellation Policy

In the event of cancellation by the hirer up to 6 weeks before the hire period commences we will refund the full payment subject to an administration fee of £50. For cancellations between 6 weeks and 72 hours before the hire we will refund 50% of the full payment. Cancellations of less than 72 hours before the hire period commences will forfeit the full payment. If for any reason we have to cancel the hire due to breakdown or a safety issue we offer an alternative vehicle or credit you with vouchers. No refund or cash alternative is available.

In the event that you decide to postpone the hire or change dates, charges may apply. Postponements are acceptable up to 7 days in advance of the hire date subject to an administration fee of £25. Postponements with less than 7 days' notice will be subject to the cancellation charges above.

18. Governing Law

This agreement is governed by the laws of the country in which it is signed. Any dispute may be settled in the courts of that country.