

Duncan Hire Ltd

Unit A, West End Road Business Park, West End Road, Swindon, SN3 4PG

Tel No: 01793 820000, Website: www.duncanselfdrive.com

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TERMS & CONDITIONS

Payments:

1. All payments should be made by credit or debit card, with a minimum deposit of £25.00 to secure a booking. Full payment is required within 1 week of your collection date. Any refund of deposit or pre-payment will be entirely at the discretion of management

Documentation Required:

2. Drivers licence Issued by the DVLA showing current address and held for at least 1 year - ages of 21 to 74 years, or 25 to 70 - Minibuses.
3. Recent utility bill or bank statement with the address that must correspond the that on the drivers driving licence.
4. Please visit <https://www.gov.uk/view-driving-licence> in order to view or share driving information for the purpose of self-drive hire and insurance. Simply enter your details and click "**View Now**". Go to Tab 4 (share your licence information) and click "**Get Code**". Under the 8 digit code click "**Print or Share Driving Summary**", then print the PDF document and bring this with you to Duncan Self Drive. Alternatively call the DVLA on 09061 393837 or 0300 083 0013 and they can help with your licence information.

Refuelling/Vehicle Cleaning:

5. All vehicles commence the hire period with a full tank of fuel and presented in a clean condition. The hirer must return the vehicle with a full tank of fuel and present a corresponding fuel receipt. Please note, a charge of £25.00 will be applied for any vehicle that has not been refuelled an additional charge of £25.00 may also be applied if cleaning is required on the vehicles return.

Fixed Penalty Fines:

6. The hirer is responsible for any fixed penalty fines enforced during the period of hire. Please note, a minimum of £15.00 administration charge will be levied on any statutory charge.

Goods Transported:

7. All goods transported by the hirer **are not** covered by Duncan Hire Ltd if damaged or lost.

Rental Charges:

8. The rental charge always includes VAT and insurance however, the hirer is responsible for the first £500.00 excess on all vehicles (including 3rd Party claims). A collision damage waiver is available to reduce the Insurance excess to £250.00. If the hirer does not wish to purchase the insurance waiver, they will be required to leave a £500.00 deposit which will be fully refunded on return of the vehicle undamaged and refuelled. N.B overhead damage, windscreens, internal damage, tyre damage, missing radio and accessories (including spare tyre) are not covered by any insurance policy, including the collision damage waiver, so remains the full responsibility of the hirer. Please note, banks average approximately 5 days to release the £250.00/£500.00 pre-authorisation.
9. The rental rate includes mileage up to 1000 miles within a 7 day period. A rate of 0.10p per mile will be charged thereafter.

Vehicle Returns:

10. All vehicles must be returned during normal business hours 8am-5pm Mon-Fri, 8am-11pm Sat, 8am-9am Sun, **(No out of hours drop service is available)**.
11. Customers may return their vehicle early however, should a Rental Vehicle be returned before the return date and time stated on the Rental Agreement, no refunds will be paid in lieu of unused days.

Speed Limits:

12. The hirer should be aware that both minibus and van speed limits are lower than car speed limits:
 - Motorways 70mph
 - Dual Carriageways 60mph
 - Single Carriageways 50mph
 - Built up Areas 30mph (unless otherwise stated)

Information Sharing:

- 1.13 The Hirer and if you are not the hirer, consent to your personal information including, name, address, photo, drivers licence details and information concerning the hirer and, the hire of the vehicle under this Duncan Self Drive Ltd rental agreement (including details as to payment records, credit worthiness, accidents, claims of theft or damage to the vehicle, delays in vehicle return, threatening or abusive behaviour and any other relevant information) being shared with other vehicle rental companies, suppliers to such companies the police and any other regulatory authorities, insurers and credit reference agencies for the purpose of crime detection, risk management and assessing whether or no others may wish to hire a vehicle to you.

Terms & Conditions Acceptance:

- 1.14 By signing the Vehicle Hire Agreement, you acknowledge and accept the terms and conditions of Duncan Hire Ltd.