

DOCUMENTS REQUIRED

Driving License: All drivers must produce both parts (if applicable) of their full, valid British/EU driving licence which must have been held for at least one year. International licences are widely accepted; please check with your agent at time of booking. In certain destinations, drivers must have held a full licence for a minimum of 3 years. It is the driver's responsibility to ensure that they have the appropriate licence. Flexible Car Hire must be advised of any endorsements at the time of booking, failure to do this could result in refusal of the car to the hirer. Please be advised that no refunds will be given for rentals rejected due to non-production of a valid driving licence. Photocopied or faxed licences will not be accepted.

Insurance Exclusions and Excess: Flexible Car Hire acts as an agent for many Car Rental Companies and a contract will be taken with them upon collection of the car. Clients will then be subject to the terms and conditions of that rental contract and the laws of that country in which the rental has taken place. Flexible Car Hire shall not be liable and will not accept responsibility for any loss, damage, delays or changes arising from circumstances outside its control. The Rental Company and its Agents, at their discretion, reserve the right to refuse hire to any person.

Credit Card: All clients must produce a valid credit card in the lead drivers name as a form of deposit when collecting the rental car. Cash deposits are rarely acceptable.

Rental Voucher: The rental voucher must be presented when picking up your rental car. Flexible Car Hire cannot be held responsible for rentals rejected if a voucher is not presented. You should retain your rental documents for a minimum of 28 days after returning home.

What's not Included: Personal Accident Insurance: This is probably covered in your holiday insurance. It is an option you will be offered on collecting the car. Petrol: Most car rental companies will supply the vehicle with a full tank of fuel. Cars must be returned the same otherwise a refuelling charge and cost of petrol will be charged locally. Alternatively in some locations pre-purchase of fuel is compulsory; please check the petrol policy when you pick up the vehicle. Garaging, Parking and Traffic fines. Additional driver charges where applicable-please check with reservations at time of booking. Delivery/Collection: Charges may apply outside office hours even if a late collection is caused by a flight delay. In most locations (not USA & Canada) deliveries to accommodation can be arranged, although local charges may apply. Deliveries can only be made to hotels and apartments. Out of Hours Charge, Young drivers surcharge and tax on any extras purchased locally.

Insurance Exclusions and Excess Refund Policy: Insurance does not cover damage to tyres, windows, the roof, the underside, the interior of the car, towing charges or damage caused wilfully or recklessly. You may therefore be liable for the cost of this damage. Insurance cover is not provided for the contents of the car in the event of theft. In the event that keys are lost or damaged you will be liable for reasonable costs obtaining a replacement.

Period of Hire: The duration of your rental starts and finishes according to the pick-up and drop-off dates and times detailed on your voucher, the price of which will be confirmed at time of booking and is calculated on the basis of 24-hour units. On returns after this time a full day's rental may be charged locally at a rate higher than that charged in the UK. All extensions to the hire or upgrades must be paid for at the time of rental locally, unless previously advised before leaving the UK.

Refund Policy: A full refund is made for all bookings cancelled prior to check out. No refunds are payable on cars returned early.

One Way Rentals: One way rentals are available in most countries, but must be booked and confirmed in advance and may be subject to a local charge.

One Way Fee: All one way fees quoted are in local currency, applicable to local taxes and are paid for upon collection.

Driving Areas: If you plan to drive outside the country of hire, please check with reservations as some local charges may apply for this service.

Drivers Age: Drivers under the age of 25 may be liable for a 'young drivers' surcharge (payable locally). In certain destinations some age restrictions may apply to drivers over 65 years old.

Child Seats: Due to new European laws child seats are compulsory in most countries and should be requested at the time of booking. Instructions will be provided by the supplier, however seats must be fitted by the customer. For older children, it is recommended that you take your own booster seats. All extras are paid for locally and cannot be guaranteed in advance.

Additional Drivers: Charges often apply for additional drivers. Flexible Car Hire cannot be held responsible for any increase in charges. Please check with our reservations department at the time of booking.

Number of Passengers: Our rental cars are insured for a maximum number of passengers. Flexible Car Hire cannot accept responsibility if the vehicle is not large enough to fit all passengers and luggage on arrival if details were not supplied at the time of booking.

Car Type/Suitability: Flexible Car Hire are unable to guarantee a particular make or model of car. The car shown on your voucher is for guidance only and may be substituted for an alternative/similar vehicle. All cars are booked by group and whilst the car rental company will try to provide a car within the car group booked, if the car group is not available a larger vehicle will be supplied to the clients, no extra charges for this service will apply. If you are dissatisfied in any way with the standard of the car supplied, you must advise the local supplier immediately. Flexible Car Hire cannot accept liability where this procedure is not followed.

Flight Information: For all "on airport" and "meet and greet" collections, it is essential that Flexible Car Hire are given the correct flight number and arrival time before departure. If the information is not given in time, Flexible Car Hire will do its best to ensure that the car is available, but no responsibility can be accepted or compensation allowed for a failed rental due to the customer providing the information late or not at all.

Mechanical Difficulties: In case of breakdown or mechanical difficulties you must call the car rental company within 24 hours using the number, which appears on your rental agreement.

In Case of an Accident: An accident report form must be completed by the end of the hire. The local Police should be notified in the case of accidents and a signed Police report obtained. Full details of third parties should also be taken. All rental documents should be retained in the event of an insurance company becoming involved. Any compensation cannot be considered when this procedure is not followed. Upon returning the vehicle a checkout form must be signed. Failure to do this may delay the investigation of disputes regarding insurance excess charges.

Customer Satisfaction: Flexible Car Hire strongly recommends that upon collection of the rental vehicle all documentation is read prior to signing the rental agreement. If after signing the agreement you have any further queries relating to your hire, please contact or return to the location and speak with the station manager. If you are still dissatisfied please contact the Flexible Car Hire Customer Services department within 28 days of your return. Flexible Car Hire aim to resolve all complaints within 28 days of receipt; however some complaints may take longer due to the nature of the complaint and information provided.

Force Majeure: Flexible Car Hire accepts no responsibility for and shall not be liable in respect of any loss, damage, delays or changes arising from circumstances outside its control.

Rental Agreement/Contract: Flexible Car Hire acts as an agent for the car rental company. A contract will be made with the driver of the vehicle and the car rental company in the form of a rental agreement/contract on collection of the car. Clients will then be subject to the terms and conditions of that contract and the law of the country where the car rental has taken place. Flexible Car Hire is unable to refund any extra insurance options or local purchases which you have signed as accepted on the rental agreement.

ALL INFORMATION AND PRICES ARE CORRECT AT TIME OF GOING TO PRESS.