



## Terms & Conditions

Your personal information will be passed on to our suppliers and third parties for the sole purpose of the provision of this hire vehicle.

All drivers wishing to utilise the rental vehicle must be registered on the SVRgo App and be present upon collection with their driving licence and appropriate ID. It is your responsibility to protect the vehicle whilst on hire to you and the control or possession of the vehicle must not be transferred to any other driver without prior consent.

### Insurance | UK driving licence holders

- Drivers between 21 – 75 Full licence held for a minimum 12 months.  
(Drivers aged 21-24 may be restricted to cars up to standard category, i.e. Picanto, Stonic, or similar)
- 25 – 75 years of age for minibus hire (hirers/drivers must also hold a D1 category licence for more than 9 seat bus).

Any driver meeting the following criteria will need to be referred to our insurers to confirm whether insurance cover can be provided – please contact your supplying SVRgo location.

- Drivers with the following convictions over the last 5 years DD/UT/CD/DR
- Drivers with more than 6 penalty points or have received more than 2 SP or TS convictions.

### Insurance cover is **NOT** available for any driver matching the following criteria:

- Drivers who have been involved in more than one fault accident in the last 3 years.
- Drivers who have been disqualified from driving for a period exceeding 6 months in the last three years or drivers who have been disqualified for a period exceeding 3 months in the past year.
- Drivers with the following convictions within the last 5 years: **DD/UT/CD/IN/CU/TT/DR**
- Drivers that have had an insurance declined and /or renewal refused and/or any other special terms imposed and /or have had an insurance policy cancelled or avoided by an insurer.
- Utilising the vehicle for transportation of passengers for hire and reward.
- Courier services, express mail, parcel delivery, fast food establishments (incl. food delivery).
- The use of carrying goods of hazardous or explosive nature
- Students / undergraduates under the age of 25
- People connected or working in professional sport, entertainment, horse racing or professional models.
- Jockeys or in connection with racing of any sort.
- Service personnel born outside of the United Kingdom.

### Non-UK driving licence holders

- Drivers between 21 – 75 Full licence held for a minimum 24 months.  
(Drivers aged 21-24 may be restricted to cars up to standard category, i.e. Picanto, Stonic, or similar)

In addition to your driving licence, you will also be asked to provide your Passport.

**Third party liability insurance** which is included in your rental covers you (up to the level legally required) for claims made against you in the event of death or injury to someone else or damage to their property as a direct result of your actions while you are driving the vehicle.

Third party liability insurance does not cover:

- Your death or any injury to you (the driver at the time of the collision); nor
- Any damage or loss to your property or the vehicle.

### Excess | Damage Liability:

The hirer is liable for the insurance excess in the result of any damage, however caused. Please refer to your rental location for this information, which varies by age and vehicle size.

The excess amount is shown on your rental agreement. Each time you damage the vehicle, it is stolen, or you cause loss you are responsible for the damage or loss up to the amount of the excess stated on your rental agreement.

**Payment:**

Payment is required by credit card or debit card only, your card will be debited for the rental charges and any additional charges agreed, plus a further deposit amount. Third parties may not pay for a rental without a signed agreement permitting such and the credit or debit card presented at the start of the hire must always be in the name of the main driver. Please note all payments/charges/refunds are processed in Pounds Sterling (GBP).

**We are unable to accept payment in cash or by cheque.**

When you complete and sign the rental agreement you will be required to present a valid debit or credit card as security for any charges incurred during your rental. Your signature on the rental agreement will pre-authorise the Rental Location to charge the card for future payments that become due. The Rental Location may also hold a deposit against these future liabilities.

All vehicles (models/specifications) are subject to availability. SVRgo Rental guarantees to have the vehicle you reserve or a higher classed vehicle available at the time and date you request.

When you book and prepay online you must present your confirmation email in exchange for the hire.

When you collect your rental vehicle, you will be required to present a valid credit or debit card.

**Rental Charges:**

Charges include Third Party liability insurance, VAT & breakdown cover.

**Additional Charges & Liabilities:**

You will be responsible for the following additional charges or liabilities if incurred:

- Additional rental charges for changes you make to the booked rental vehicle, rental period, or optional products.
- Damages, theft, or third-party liabilities not covered by CDW in accordance with the rental agreement.
- Any fines or penalty charges relating to the operation of the vehicle during your rental period, such as parking or speeding fines, plus reasonable administration charges.
- Rental charges for late returns
- Any legal fees incurred collecting any payments due under the terms of the rental agreement.
- A reasonable collection fee if a vehicle is not returned to the original rental office, i.e. collection fees.
- The cost of cleaning the vehicle if you return the vehicle in a dirty condition.

**Fines, tolls, parking charges:**

You are responsible for all fines and charges issued because of you or any driver using the vehicle during your rental period, this includes. You will be charged an admin fee each time we have to deal with any of the following fines or charges.

Parking fines or charges	Toll charges
Traffic fines or charges	Congestion charges
Bus lane penalties	Speeding fines
Clamping release	Any other charges or fines

When completing and signing the rental agreement you give us your permission to take these payments from your payment card: and agree to our passing your details (along with a copy of the rental agreement) to the relevant issuing authority.

**Vehicles:** (models/specifications) Vehicle images are examples only. Specific models cannot be guaranteed and are subject to availability.

**Fuel Policy:**

**Fuel is not included in your rental rate, and you must pay for all fuel used during the rental period.**

Fuel levels may vary depending on rental location:

- There is no provision to refund the hirer should they return the vehicle at the end of the hire with more fuel than at the start of the hire.
- Please return the vehicle full of fuel, or to the same level when supplied to prevent any costs being incurred, which will also include a fuel surcharge.

**Overseas hires:**

SVRgo locations may allow their vehicles to be taken out of the country, but only with prior written consent, and will be subject to an additional surcharge. Excess waiver products are not available on rentals during which the vehicle is driven overseas. To arrange this provision please contact your local rental location as this provision is not available via the SVRgo App.

**Data protection:**

By entering into this rental agreement you agree that we can process and store your personal information in connection with this agreement including data collected from the vehicle. We may use your information to analyse statistics, for market research, credit control and to protect our assets.

You agree that if you break the terms of this agreement, we can pass your personal information to credit-reference agencies, debt collectors, the police, or any other relevant organisation. We can also give this information to the British Vehicle Rental and Leasing Association (BVRLA), which can share your personal information with its members to prevent crime and protect their assets, as allowed under the Data Protection Act 1998.

**Early Termination:**

If you return the vehicle earlier than the date originally specified on the rental agreement, no refund will be made.

**Rental Extension:**

If you wish to return the vehicle after the time originally specified, you should contact the branch to agree this. You will be charged for every day or part-day you have the vehicle after the original agreed date and time at the rate specified on the rental agreement when you collect the vehicle.

**Rental period:**

You will have the vehicle for the rental period shown in your Reservation Confirmation. If you do not bring the vehicle back on time, or if you do not contact us to obtain our agreement to an extension of your rental, you are breaking the conditions of this agreement. We will charge you for every day or part-day you have the vehicle after you should have returned it to us. Until the vehicle is returned, we will charge you the daily rate specified on the rental agreement when you collected the vehicle.

**Rental agreement – Your contract with us:**

You will be asked to sign a Rental Agreement. Please read the agreement carefully. If there is anything you do not understand, ask a member of staff to explain it. When you sign our rental agreement, you accept the terms and conditions set out in this rental agreement.

**Vehicle Collection:**

Please remember to bring the following items with you when you collect your rental vehicle.

- Mobile phone with SVRgo Rental App to confirm your booking number (and for each additional driver)
- Debit / Credit card in the name of the main driver
- Original driving licence for main driver and for each of any additional drivers

**Accidents:**

You (or any of your additional drivers) must either call your rental location or report any accidents on the FNOL (First Notification of Loss) App immediately, even if there is only minor or negligible damage to the vehicle or no person or property was hurt / damaged.

- Do not accept or admit any responsibility to any third party.
- Take details of all parties involved, names, addresses, car registration numbers, and insurance details if available, etc. including any witnesses.
- Report the accident to the Police as soon as possible if anyone has been injured or property damaged, obtaining a Police report and/or crime reference number.

**Theft:**

You must tell your SVRgo Rental location immediately if the vehicle or keys are stolen. You must also report it to the Police without delay, obtaining a crime reference number.

**Vehicle Return - Damage:**

You will be responsible for any additional damage which was not identified on the condition report that you signed for at the start of the hire.

Any new damage found will be charged at the full amount of the excess stated on your rental agreement and you agree that we may charge this amount against the payment card you supplied to us at the time of collection. Should the final amount be less than the excess amount paid we shall reimburse the difference to you.

If the insurance can reclaim the costs from a third party, if the damage was because of an accident that was proven not to be your fault, we will reimburse the full amount of the excess paid.

**Customer Service:**

All customer queries or complaints should be made in writing or by contacting your supplying SVRgo Rental Location, details of which can be found on your rental agreement.

**Cancellations:**

All bookings cancelled less than 48 hours from the pick-up date and time are non-refundable.

Please note if the appropriate ID, the necessary payment/deposit is not produced at the time of pick-up, or the terms & conditions are not adhered to in any way and the rental cannot proceed, no refund will be made.

No cancellations can be made on the website after the rental start date & time. In these instances, you should contact the supplying location to action on your behalf.

Cancellations should be made directly with the SVRgo location (by telephone or email).

**If you do not arrive to collect your vehicle (no show):****Reservations confirmed and pre-paid online:**

Unless you have cancelled your reservation in accordance with the above terms, if you do not collect your rental vehicle at the time specified on the prepaid rental voucher, no refund will be made. The SVRgo location will, however, hold your rental vehicle for 2 working hours after the time of the reservation (unless this is outside of the renting locations opening hours).

**Reservations confirmed online or offline by the SVRgo location:**

If you do not arrive to collect your vehicle at the time specified in the reservation confirmation, and you do not let the SVRgo location know that you are cancelling your hire as above, the SVRgo location may charge you credit or debit card in accordance with the agreement made at the time of confirmation, subject to the maximum amount equal to the value of the hire.

**Rental Charges:**

Rates include insurance (subject to the damage liability of the vehicle), VAT & breakdown cover.

Mileage allowance is 150 miles per day (200 on commercial vehicles) on hire of 1 – 27 days. Hires of 28 days and over (including 1 – 27 days which extend) will be limited to 2,250 free miles per 28-day period or part thereof (2,800 miles for commercial vehicles).

Excess mileage will be charged at 0.40pence per mile.

**Ending this agreement:**

We will end this agreement if we find out that your belongings have been taken away from you to pay off your debts, or a receiving order has been made against you.

We may end this agreement if you do not meet its main conditions.

**If you are a company, we will end this agreement if:**

You go into liquidation.

You call a meeting of creditors.

We find out that goods have been taken away from you until you pay off your debts.

You do not meet any of the conditions of this agreement.

If we end this agreement, it will not affect our right to receive any amount you owe us under the conditions of this agreement.

We can also claim reasonable costs from you if you do not meet the main conditions of the agreement.

We can repossess the vehicle and charge you a reasonable amount for doing so.