



14 Sutherland Avenue Burnham on Sea Somerset TA8 1ND
TEL: 01274 787799 MOB: 07899 077706 Email: enquiries@andiecars.co.uk

TERMS AND CONDITIONS



ANDIECARS VAN & MNI BUS HIRE

Please note that AndieCars Van & Mini Bus Hire terms and conditions can be subject to change without prior notice to its customers.

ON-LINE RESERVATIONS AND CHARGES EXPLAINED

All requested information must be submitted when placing your booking on our secur site. When our company receives your on-line reservation, you will receive your acknowledgement of booking by return e-mail. So please submit your correct e-mail address. We will then send an e-mail that will be your final confirmation and is normally sent on the same day that we receive your reservation excluding weekends. We will also need a valid phone number to take a deposit or full payment.

This e-mail is to advise you of the charges being made to your credit/debit card by AndieCars the balance charged by ourselves for supplying a vehicle for hire. In general, Andiecars will charge you a security deposit and the amount will also be advised on the e-mail sent by our accounts department.

If by any chance your acknowledgement of booking is not sent back to you, then please contact us on our phone number: 01278 787799.

REQUESTED AMENDMENTS / CHANGES TO AN EXISTING RESERVATION

We will endeavour to make changes & carry out your request. If any changes are requested to an existing reservation, the changes can only be amended up to 48 hours prior to hire. Any amendment received must be sent via e-mail and our administration charge will be £25.00

CHARGED DEPOSITS AND REFUNDS OF DEPOSITS

In addition to the rental charges made, a security deposit will also be charged at either £250.00 minimum to £350.00 maximum charged on the day of hire not at time of booking for Cars, Vans and Minibuses. Please note that you will be advised on your confirmation e-mail the amount of deposit to be charged. The charged security deposit is refunded when the rental vehicle has been checked back into the Andiecars depot. Please be advised that banks can take between 3-4 working days from the date that the refund was transacted to show as cleared funds. All payments will show on your account as billed from : Andie Wall Carrier Services (AWCS).

DECLINED CREDIT/DEBIT CARDS

In the event of your advised debit/credit card being declined our company will charge £25.00 fee to cover the administration costs incurred in dealing with your received rental reservation request.



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DRIVER IDENTIFICATION

When we receive your reservation an e-mail will be sent advising you of all charges and a fax number and an e-mail address for you to send a copy of your driving licence. The nominated driver must be present to sign for the hired vehicle when it is delivered and show the Andiecars Rep their Licence & counterpart.

QUALIFICATION

Drivers must be between 21 and 70 years of age for vans and cars, 25 years of age for people carriers and 25 years of age for minibuses. Drivers must have held a full driving licence for at least a 2 year period. Vehicles may be supplied outside of the above criteria at the Insurers discretion. In any event, all drivers must comply with the terms & conditions of Andiecars, the Insurance Company, & the present Law in the UK.

INSURANCE

All rental vehicles are subject to £500.00 insurance excess. The insurance excess charge becomes payable by the hirer in the event of any damage being incurred during the rental period. In the event of damage to the rental vehicle the excess will be charged to the credit or debit card given when making the reservation.

ADDITIONAL DRIVERS

Additional drivers are permitted to drive the rental vehicle as long as Andiecars & the Insurance Company are informed., & we have a copy of your licence. The charges for any required additional drivers will be worked out Pro Rata

STOLEN VEHICLES

In the event of any rental vehicle being stolen the insurance excess applicable will be chargeable. However, if keys are left in the ignition and a vehicle is stolen you will be held FULLY responsible for this incident. All insurance taken out will be void and, in the event of the vehicle not being recovered, you will charge the total loss value of the vehicle.

VEHICLE COLLECTION/DELIVER FROM/TO AIRPORTS

Any vehicles collected from our airport locations will have a 13% surcharge added onto the total rental cost.



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DELIVERY AND COLLECTION

Your vehicle will be delivered and collected to and from your advised address on your reservation. This service is free of charge. However, on rare occasions our suppliers may have to enforce delivery and collection charges if the location is in a very remote area, or your address is more than 10 miles from our location of TA8 1ND. If this is the case, you will be notified in advance to enable you to agree the advised charges prior to the vehicle being supplied. Please note due to traffic in London some vehicle deliveries may run late. (Please bear with us.) If the rental vehicle is not at the place of collection or the vehicle keys are unavailable, at the time of termination, then an abortive collection charge will be required of £150.00

ONE-DAY RESERVATIONS DURING THE WEEKEND

For bookings required on Sunday only the vehicle will be pre delivered to you some time on Saturday and collected from you on Monday. Please note that you are only charged for the actual time and day you have requested and that our supplying contractor has 6 working hours from 08.00hrs on the Monday morning to collect the vehicle from you.

ONE-WAY RENTALS

When a one-way rental is required a charge of £150.00 will be added to the cost of rentals.

VEHICLE FUELLING

Please be advised that it is the customer's responsibility to ensure that the fuel that has been used is replaced. you will be requested to replace the vehicle fuel level to the same as when it was delivered. Failure to do so will incur charges to your credit card at £1.95 per litre. All Vehicles will be delivered with a Full Tank of fuel.

CANCELLATION POLICY

A minimum of 24 hours notice is required for cancellation of booking and will incur £35.00 charge. Cancellations made on the day of hire will still be charged at the full rate, and no refunds will be given. Please note all minibus bookings must have at least 48 hours notice or full amount will be payable.

ACCIDENTS AND DAMAGE TO VEHICLES

It is the hirer's responsibility to notify our office immediately of any accidents or damage to the vehicle that is on hire and all third party details must be provided as soon as possible. In the event of the hired vehicle requiring bodywork repairs, then the hirer will forfeit the insurance excess that applies. Any overhead height damage will be charged in full + loss of rental use whilst vehicle is off road. Overhead height damage is not covered by insurance.



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BREAKDOWN CALL OUTS

In the event of a vehicle breaking down you should be provided with a number to call. However, if you call a breakdown crew out with no due reason, and no fault is found during their inspection you may be charged for the service.

LONDON CONGESTION CHARGES, PARKING AND SPEEDING FINES

It is the hirer's responsibility, to pay all London congestion charges, parking and speeding fines. If our company receives notification of an unpaid fine, then we will charge the amount of the fine plus a £35.00 admin charge to the card used upon booking.

LOSS OF VEHICLE KEYS

In the event of the rental vehicle's keys being mislaid, lost or stolen then our company will charge for the courier charges to deliver the spare keys plus the total cost to replace the missing keys and reprogramming of central locking key fob if required.

YOUR REQUESTED RENTAL VEHICLE

Every effort is made to supply the model of the rental vehicle of your choice. However, there may be occasions that a substitute vehicle of the same size and specification may well be supplied in place of the requested vehicle due to lack of availability. In addition, we cannot guarantee a specific colour of vehicle.

EARLY RETURNS

Please note that we will not issue any refunds should you return the rental vehicle supplied before the pre-arranged termination time and date.

RENTAL VEHICLES SUPPLIED TRAVELLING TO OTHER EEC COUNTRIES

We allow our rental vehicles to be taken abroad to EEC members and European insurance cover is supplied. All vehicles are covered by AA/RAC roadside assistance and recovery service. Under no circumstances will we allow any of our rental vehicles be taken abroad without our prior consent. All customers will be required to leave a deposit before the vehicle leaves. Please note we do not supply maps, high visibility jackets, triangles or headlight converters for your journey and you must purchase these at your own cost.



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COLLECTION OF DELIVERED VEHICLES

The customer is responsible for the hired vehicle for 6 working hours from the termination time of collection which means any parking fines, clamping charges, and towing away to car park impound site fines will be charged to the customer. Please note no vehicles are delivered or collected on Sunday in which case any hires finishing over the weekend, the six working hours start from 08:00 on Monday morning. If a delivery driver informs you of a collection time, please be advised this cannot be 100% guaranteed, the period of liability still stands, and if it is essential to know an estimated collection time you should contact the office directly.

COMPLAINTS PROCEDURE

Our company is confident, that the service we offer to all of our customers will be of the highest standard and that your rental vehicle supplied will be very satisfactory. However, should you wish to lodge a complaint, then this must be submitted via e-mail within 28 days from the commencement day of your rental vehicle being supplied. On receipt of your e-mail complaint we will then investigate and respond within 7 working days. Please note, that any complaint received later than the 28 days advised, can not be accepted.