



## Vehicle rental factsheet

This factsheet provides helpful information relating to your rental vehicles, to ensure you get the most out of your rental with KINTO.

# Vehicle rental

## Core hours

We have a dedicated team on hand to assist between 0800 – 1800 Monday to Friday. We also have an out of hours team who can assist in pre-booking hire vehicles, however access to rental vehicles in an emergency/out of hours is limited to main transport hubs such as airports.

## Delivery

### Within hours

The supplying branch will deliver your hire vehicle prior to the time your rental is due to start, to ensure the vehicle is there and ready for you to use. If the vehicle is being covered by your company's own insurance (COI) the keys can either be posted through your letterbox at a home address or left with the reception or site contact at a business address. We do advise however that you, or a nominated representative is available to take delivery of the keys and also check the vehicle thoroughly for any damage before the hire commences.

### Outside hours

If your rental is due to start outside of the standard operating hours (as detailed above), then the rental branch will pre-deliver your vehicle during working hours. On occasion this may mean the vehicle will arrive the day before. This is to ensure the vehicle is at the specified address ready for the start of your rental.

If the vehicle is being covered by your company's own insurance (COI) the keys can either be posted through your letterbox at a home address or left with the reception or site contact at a business address.

If your rental is being covered by the supplying branch's insurance (CDW) then you will need to be present on delivery so the rental branch drivers can check your photocard licence and your driving licence checker code. You can obtain a licence check code up to 21 days prior to the hire start by visiting <https://www.gov.uk/view-driving-licence>.

## Collection

### Within hours

The supplying branch will endeavour to collect the vehicle as soon as possible after the offhire time. Please note that although the vehicles will not be collected at the exact time of offhire the vehicle and keys should remain accessible at all times. It is the drivers responsibility to ensure the vehicle is parked both legally and securely. Where a key location has not already been provided, please contact Nexus to discuss a secure location should you not be present when then vehicle could be collected. Please note keys cannot be left on or in the vehicle as this could affect the validity of the insurance.

### Outside hours

When a vehicle is offhired out of hours (as documented above), the supplying branch will strive to collect the vehicle as soon as possible on the next working day. The vehicle and keys should remain available at all times to avoid a failed collection.

## Bookings

When making bookings there are several types of bookings that can be made.

- A booking can be made on a TBC (To be Confirmed) basis where the reservation will stay live and be extended automatically until we are advised that the vehicle needs to be collected. It is the driver's responsibility to advise our team that the hire can be collected.
- A reservation can be booked on an APU (Automatic Pick-Up) basis where the booking will be placed for an agreed amount of days. For these bookings, the supplier will come and collect the vehicle at the pre-determined time and address. Please note that if the vehicle is not available at this time and destination you may be charged an abortive fee.
- Drivers can also walk into our numerous branches across the country and in all major airports to collect vehicles which have been pre-booked and they can be returned in the same way.

## Basic Vehicle Checks

We highly recommend checking the hire vehicle prior to use. Although the supplying branch will conduct their own thorough vehicle inspection prior to delivery, it is ultimately your responsibility to make sure the vehicle is safe and legal to use. Regular checks can help to prevent breakdowns and minimise downtime.

Suggested items to check include:

- Fuel level
- Oil level
- Water level
- Tyre condition, tread and pressure
- Lights (all)
- Windscreen glass, wipers and washers

We would also recommend you familiarise yourself with the basic vehicle controls prior to driving.

## Damage

Any minor existing damage such as chips and scratches should be recorded on the delivery paperwork provided.

We highly recommend that at your earliest opportunity and prior to driving you conduct a vehicle inspection to ensure that the existing vehicle condition matches the details on the checkout document. If you do notice any additional damage that has not been recorded on the paperwork, please call Nexus as soon as possible (and prior to driving) on **0113 346 0417** so we can ensure this is logged with the supplying branch.

## Damage

Any minor existing damage such as chips and scratches should be recorded on the delivery paper

## Airport Bookings

If you are collecting a vehicle from an airport branch, please check your booking confirmation carefully beforehand for clarification on which rental desk you need to attend. Most airport rental branches are located in the same place so it's important you know where you need to go. Please check local airport information for details of how to get exactly to the hire desk location.

## Accidents

Should you have an accident whilst in a hire vehicle, this should be reported via the KINTO Incident Management team. If you have a puncture or breakdown, contact the rental company's network of service providers using the contact details located in the vehicle.

## Breakdown

In the unlikely event of your hire vehicle breaking down, 24-hour emergency breakdown numbers can be found either on the key fob or on the paperwork you received on delivery. If you are unable to find the emergency contact number, please call Nexus on **0113 346 0444**.

Once contact has been made with the relevant breakdown service, roadside assistance will be sent if the vehicle is un-driveable. All efforts will be made to fix the vehicle at the roadside, however if this is not possible, you will be recovered to the nearest available branch who will strive to provide a like-for-like replacement vehicle.

## ECO vehicles

As more emphasis is now being placed on businesses reducing their carbon footprint, more and more hire branches are introducing eco-friendly vehicles to their fleet. Despite their smaller engine size these vehicles possess the same power and performance as well as being more fuel efficient than their larger engine counterparts, meaning a 1.0 Ford Focus for example would be in the same hire category as the 1.6 model.

## Commercial Vehicles

Rental vehicles should only be taken for short periods but, if you operate a commercial vehicle that will be off the road for longer than a few days, you may need to request Chapter 8 markings, roof beacons etc. Please request this specification when booking your rental.

## Fines

You are responsible for all fines incurred whilst the vehicle is on hire to you. All fines incurred whilst driving a hire vehicle will be paid on receipt by the supplier in order to stop an escalated charge. The cost will then be recharged to your company with an admin fee applied.

An email is sent to the relevant people, as per your company's fine procedure, to notify them that a fine has been incurred.

### Speeding

In the event of a speeding fine we will transfer liability to the driver or company as per your fines procedure.

### Dartford

Hire cars are not covered under the Dartford crossing, nor do we manage this for drivers. It is the driver's responsibility to pay when this crossing is used.

### Disputes

All disputes on fines need to be made by the driver directly to the issuing authority; KINTO has no involvement in managing disputes.

If a credit is processed by the issuing authority we will need to be notified and a credit will be raised to your company once we have received a credit payment.

### Congestion

Rental vehicles are NOT registered for congestion zone charging, ULEZ etc. You are responsible for paying all charges and are responsible for paying all charges and charges will result in a fine being issued, with rapidly escalating costs.

## Ancillary/Extra Charges

Below are some of the most common charges that can be incurred on a rental and can also be easily avoided in order to not incur your company any extra cost. All the costs will be charged as per your company's pre-agreed tariff.

### Excess mileage

Rental bookings have a mileage limit of 2800 miles per each 28 day period. Should you exceed this allowance, the excess mileage charge within your agreed tariff will be levied.

### Out of hours

This will be charged when a hire is delivered out of the hours of 8am – 6pm Monday to Friday.

### Abortive

This will be charged if a hire is cancelled within 2 hours of the start time/date, it will also apply if the delivery or collection is unable to happen due to the vehicle not being on site or the driver not being available to hand over the keys.

### Sat nav

Sat Navs are a chargeable extra if a specific request is made to source a vehicle with one. If a car is delivered with a built in Sat Nav but this was not requested, then no charge will be applied.

### One way

If a vehicle needs to be delivered and collected by different branches then a charge will apply. Please note that this can apply if the car is delivered in Portsmouth and collected in Scotland but also if the locations are only a few miles apart.

### Airport Surcharge

If a car is collected or delivered to an airport, a surcharge for a percentage of the rental will be applied.

### Fuel

Hire vehicles should be returned with the same amount of fuel that the vehicle was delivered with, if not the hire company will recharge at cost with a surcharge applied.

### Overseas

Tariff costs only apply to UK mainland hires. Any non UK mainland\* hires will be charged on a separate tariff cost and any overseas (non UK) hires will be recharged with a surcharge applied.

Please note that an administration fee may also be levied for sourcing and processing a non-UK rental booking.

\* **UK Mainland** - This includes England, Wales and parts of Scotland

**Non UK Mainland** - This includes Jersey, Guernsey, Northern Ireland, Shetland Islands and other islands and areas in Scotland etc.

**Overseas** - Any countries that are not England, Wales and Scotland are classed as overseas. i.e. Spain, America, Southern Ireland, France etc.