

**0845 608 8020**

#### INTRODUCTION

This guide has been designed to make the running of your Gowrings Mobility hire vehicle easy and efficient.

We hope that it will ensure any problems arising are solved quickly and effectively and that we keep you on the road whatever the circumstances.

We have attempted to cover most eventualities and inform you of what you need to know.

It would be most helpful if you read it, refer to it, and stick to it. More information can be obtained from our website:

[www.gowringsmobility.co.uk](http://www.gowringsmobility.co.uk)

#### QUALITY OF SERVICE

Gowrings Mobility implement strict quality control on all of our vehicles. If you feel there is a need to comment or complain about any matter concerning your vehicle, then please contact us on 0845 608 8020.

#### YOUR RESPONSIBILITY

The vehicle is your responsibility while it is in your custody and care - it needs to be treated as you would treat your own vehicle in regards to maintenance, parking fines, general care and safety. It needs to be maintained properly, therefore please:

- Do check the oil, water, battery and tyres
- Do have it serviced at the correct intervals
- If in doubt call us
- Do keep it clean
- Do park it wisely
- Do enjoy your car and drive carefully

#### YOUR CAR

Your vehicle is on hire from Gowrings Mobility. The agreement covers the following:

- All servicing and maintenance
- Replacement tyres, batteries and exhausts (excluding damage)
- Breakdown and recovery

The contract does not cover the cost of:

- Interior or exterior damage
- Fuel and oil
- Replacement and repair to windscreens
- Repairs carried out without prior authority
- Parking fines, bus lanes or any other fixed penalty

- notices or driving contraventions
- Congestion charge

#### WINDSCREENS

Vehicles returned to us with damaged windscreens will be repaired or replaced and the cost recharged to you or your insurance.

If the windscreen needs replacing or repairing and you are covered under Gowrings Mobility insurance, the excess charges will be charged to you.

#### TYRES - BATTERIES - EXHAUSTS - MOT

The contract allows for replacement of tyres, batteries and exhausts provided replacement is due to fair wear and tear, and not misuse, damage, or neglect. Tyre blowouts are not covered.

In the event that a tyre needs replacing for reasons other than fair wear and tear a proportional charge will be applied on this basis:

Tread Depth  
7mm+remaining: 100% of cost  
6 to 7mm remaining: 75% of cost  
5 to 6mm remaining: 50% of cost  
4 to 5mm remaining: 25% of cost  
<4mm remaining: No charge

#### BREAKDOWN

In the event of a breakdown, arrangements have been made with either the manufacturer's breakdown assist service (if the vehicle is less than a year old) or the AA. This service is nationwide and the details you will need are stored either in the glove box of your vehicle or in the AA windscreen wallet. Each service can be reached on the following telephone numbers:

AA - 0800 424 151  
Fleet membership number:  
BCASP149309

Citroen Assist - 08000 727272  
Fiat Assist - 08000 34280000  
Nissan Assist - 0800 246820  
Vauxhall Assist - 0800 0260034

You will be required to provide the following information:

- Details of the vehicle and registration number
- Your name
- A description of the problem
- Your location and contact telephone number

You will normally be attended within 60 minutes of your call

#### IF THE VEHICLE GETS DAMAGED

In the event of your vehicle being damaged as the result of an accident or whilst it has been parked you must notify us immediately of the details. If the vehicle is insured through Gowrings Mobility, we will deal with the claim, subject to a £500 excess. If the vehicle is self-

insured, contact your insurance company to obtain a claim number and notify us of this number ASAP. Dealing with damage to the vehicle must not be left until the end of the hire as we may be contacted by the police for details of incidents. If we have the details in advance they can be dealt with more efficiently.

If the damage is very minor (under the insurance excess) you may wish to pay for this directly by calling us to inform us of the damage and when we collect the vehicle pointing out to our driver so we know which damage you are responsible for.

When the vehicle is returned we will contact you with an estimate of the repair at which point you can still choose to repair through the insurance company if the cost is more than anticipated.

#### TAKING THE CAR ABROAD

If you wish to take the car abroad please let us know. We require you to take out your own insurance and some form of European breakdown cover.

You must arrange adequate cover to include vehicle repatriation to England in the event of an accident or breakdown.

You must also apply for a hired vehicle certificate (i.e. substitute registration document). This can be obtained by phoning 0845 608 8020.

#### SERVICING AND ROUTINE MAINTENANCE

If your vehicle requires servicing and/or routine maintenance you must call Gowrings Mobility on 0845 608 8020 with the registration number and details of what work is required. In some cases we may arrange to swap the vehicle over.

All payments will be dealt with between Gowrings Mobility and the garage.

Please note, only Gowrings Mobility can give instructions. If you instruct a garage yourself, you will be liable for any charges incurred unless authorised to do so by Gowrings Mobility.

#### FINES & FIXED PENALTIES

If you receive a fixed penalty parking fine it is your responsibility to pay it promptly. As legal owners of the vehicle we will eventually be notified if the fine remains unpaid

When we are notified we normally pay the fine immediately in order to minimise any extra costs. We will then re-charge you the cost of the fine plus a £30 administration fee.

Paying a fine promptly avoids this extra cost.

#### FUEL

Please return all vehicles with the amount of fuel as when delivered. Shortages will be charged for at the current forecourt rate as published by the AA + £0.30p per litre admin charge with a minimum charge of 5 litres.

#### WHEN YOU NO LONGER REQUIRE THE VEHICLE (APPLICABLE TO LONG TERM HIRE OF 90+ DAYS)

Please call us one week prior to the termination of your hire agreement in order for us to arrange collection.

#### ACCIDENTS

In the event of an accident please call Gowrings Mobility on 0845 608 8020 and then, if applicable, contact your insurance company to obtain a claim number.

At the scene of the accident please:

- Stay calm
- Do not admit liability
- Obtain make and registration number(s) of other vehicle(s)
- Obtain name and addresses of all parties involved and details of their insurers
- Obtain details of Independent witnesses
- Note date, time, weather conditions and precise location
- Note any damage to other vehicle(s) or property
- Notify the police if any person is Injured
- Obtain the name and number of any police officer attending
- Draw a sketch of the scene of the accident
- If you have a mobile phone with a camera take pictures of the damage and position of the vehicles

If you are involved in an accident outside of office hours and the vehicle is un-driveable you need to arrange with your insurers to recover the vehicle.

If you are covered by Gowrings Mobility insurance, you can call the AA or the manufacturer's Assist service (see BREAKDOWN section) who will recover you but you will be charged for this service before you can claim the costs from our insurers.

#### LOSS OF USE

If you have an accident using your own insurance and the vehicle is off the road for repair, loss of use charges will be recovered through your insurance provider in addition to the cost of repair.

#### EXCESS MILEAGE

Your hire vehicle has a mileage limit of 100 miles per day (averaged over the hire period). Excess mileage will be charged at 15p per mile.