

NEED A  
QUESTION  
ANSWERED?



# 1. What does a Flexible Autos car hire booking include?

- ✓ Unlimited mileage\*
- ✓ Third party insurance
- ✓ Collision Damage Waiver (CDW) This covers you for damage to the hire car in the event of an accident, except where negligence is proved. If the rental car is damaged or stolen an insurance excess is applicable.
- ✓ Theft Waiver
- ✓ Airport surcharges – with exceptions
- ✓ Bail bonds (where needed)
- ✓ Local taxes except Australia where taxes are paid locally by law

\*some suppliers include limited mileage only please check at time of booking

There are additional extras that can be requested such as child seats, GPS units etc but these are normally paid for locally at an additional cost.

# 2. What documentation is needed when collecting a hire car?

On arrival at their destination clients are required to present their rental voucher, a valid credit card, driving licence and passport. If the client fails to present their original documents the supplier may refuse to release the vehicle. Some suppliers will require more than one form of identification and in some countries two credit cards may be required. Please check the suppliers terms and conditions at time of booking. Flexible Autos 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.



### 3. What if clients don't hold a UK licence?

If a client has a driving licence that has been issued overseas it must be clearly identifiable as a driving licence. If the licence is not in legible English then an international driving permit will be required. Clients have to present their original licence and the international driving permit at time of collection.

### 4. What type of credit/debit card will car rental companies accept?

A valid credit card in the name of the lead driver is required at time of collection. If the client only has a debit card please call the Flexible Autos reservations team on 0800 254 5101 to confirm this an acceptable for of payment. Cash is rarely accepted.

### 5. What if your client has points on their driving licence?

Clients can still hire a vehicle if they have points on their licence however please check with our reservations team to ensure no additional security checks are required.

### 6. How much is the insurance excess on the car?

The excess amount varies depending on car group and supplier. Please check our website at time of booking.



## 7. Will money be debited from my clients credit card for the excess?

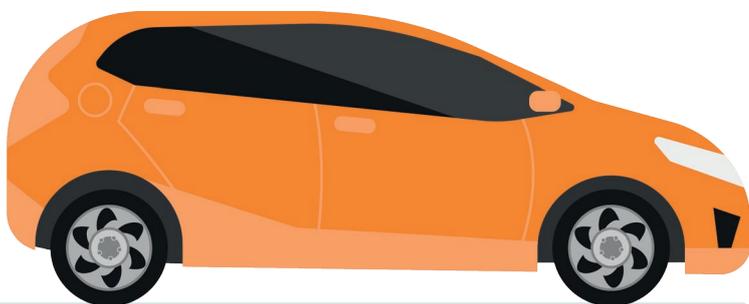
Most car rental suppliers will either 'freeze' or 'debit' the excess amount on a credit card. This means that the card is not actually debited just authorised but funds are not available to spend. Some suppliers will take the full amount of the excess so need to ensure they have the funds available. Once the car is returned without damage the money will be released back to the customers card.

## 8. What does Excess Refund and Top Up Policy mean?

Excess refund (ERP) or Top Up is our in-house additional insurance which can be purchased on top of the car rental to cover the insurance excess in the event of damage or theft giving the client peace of mind. If a client purchases the ERP and damage is caused to the rental vehicle clients will be charged the excess on their credit card upfront but can claim a refund upon their return.

## 9. How old do you need to be to hire a car?

The minimum age to hire a car is 21 years. However, drivers under the age of 25 will be charged a surcharge locally as they are classed as a higher insurance risk. In the USA we offer a Young Driver Package for drivers aged between 21-24yrs. For any drivers over the age of 65 please check with reservations as some suppliers do have a maximum age limit.



## 10. Amending and cancelling a booking

If you need to amend a booking Flexible Autos will not charge for this service. Please note that if you are amending the drivers name then this may class as a new reservation as most suppliers will not amend this field.

In the unfortunate event that your customer needs to cancel their booking, Flexible Autos will not charge for this service up to 24 hours prior to the collection date.

Please note no refunds will be given for rentals ended early, for late collections, for no shows or cancellations made after the rental start date.

## 11. Can customers extend their car hire?

If your customer wishes to extend the rental period please contact reservations on 0800 254 5101.

If the client wishes to extend their hire whilst in resort then they will be charged locally at the local daily rate which may be higher than our pre-paid rates.

## 12. Can clients collect a car after office hours?

At most airport locations flights will be met and cars supplied outside of office hours. A charge may apply for this service so please check with reservations at time of booking on 0800 254 5101. Please note all bookings will require the flight number in order to use this service.



## 13. What are the different petrol policies?

- ➔ FUEL POLICIES VARY BY SUPPLIER. During the booking process this will be highlighted by clicking the supplier logo. In general there are three types of policy:
- ➔ FULL TO FULL – collect with a full tank and return it full
- ➔ FULL OR ½ TO EMPTY – pick up full or half full and return empty, pay for fuel upon arrival.
- ➔ FULL TO FULL WITH A NON REFUNDABLE SERVICE CHARGE – pick up with a full tank of fuel and return it full; a service charge will apply.

## 14. What procedure do we have in place for emergencies?

Flexible Autos have an emergency telephone number should clients experience trouble when in resort, 0044 1920 459977.



## Find out more

If you have any further questions, please visit our website:

[www.flexibleautos.com](http://www.flexibleautos.com)

If you have any queries please contact your UK trade sales support team at the contact details below:

Telephone: 0800 25 45 101 (Freephone)

Email: [sales@flexibleautos.com](mailto:sales@flexibleautos.com)

[www.flexibleautos.com](http://www.flexibleautos.com)