



## Terms & Conditions

Please be advised if you do not adhere to the Terms & Conditions regarding Driver Age, Payment, Driving Licenses & History, Identification Required and Rental Payment Terms when collecting your vehicle, our Cancellation Policy will be enforced. Should you be unable to fulfill the stated ID Requirements please contact the sales office on 01702 233600 to discuss options prior to making a booking.

### **Cancellations**

You may cancel your reservation at any time up to 48 hours before the check-out time without charge. Cancellation should be made direct with Harris Hire by telephone or email.

If you cancel after this time, Harris Hire reserve the right to charge your credit card in accordance with the agreement made at the time of confirmation, subject to a maximum amount equal to the value of the hire.

### **If you do not arrive to collect your vehicle (no show):**

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

### **Price**

Rates include insurance, UK breakdown cover and 150 miles mileage allowance. If your mileage is likely to exceed this please contact Harris Hire for full quotation before booking. An excess mileage charge of 10 pence per mile will apply for every mile in excess of 150 miles and up to 300 miles and 20 pence per mile for every mile in excess of 300 miles. Harris Hire reserves the right to determine and charge for unreasonable mileage incurred within any rental period.

### **Driver Criteria**

All drivers must be aged between 25 and 70 years. Drivers aged 21 - 24 & 71 - 72 years may be covered under the terms of Harris Hire's insurance policy. Please contact Harris Hire for further details.

All drivers must have held their full driving licence for over 2 years.

### **Damage Liability**

Insurance is subject to a damage liability which varies according to vehicle size.

Damage liability reduction (reducing the damage liability to £500 for vans) is available for an additional cost but is not available to drivers aged under 25 or 70 and over.

Reduction of damage liability from £1,500 or more to zero - not available.

Reduction of damage liability outside of the UK – not available.

Failure to report damage within 2 hours will void liability reduction.

Reduction of damage liability from £1,000 to £500 (vans only) £15.00 for 1 day hire, £10.00 per day 2+ days hire, £8.00 per day 7 days or longer.

Damage liability waiver may be withdrawn at any time (for example, due to extreme weather conditions) at the discretion of Harris Hire.

### **Fuel Policy**

Customers are required to return the vehicle with the same amount of fuel as it departed with. Returning the vehicle with less fuel than it departed with will result in a surcharge for the missing fuel. No refunds are made if the vehicle is returned with more fuel than it departed with.

### **Payment**

Payment can be made by cash, credit card (Visa/Mastercard) or debit card. Personal credit cards will incur a 2.5% surcharge, corporate/business credit cards 3% surcharge.

### **Pre authorisation/Deposit**

A pre authorisation payment/deposit will be taken on credit/debit card at the time of booking and will remain on hold for a maximum of 15 days.

Any fuel, damage or cleaning charges will be debited from this card.

### **Overseas hires**

With prior approval, Harris Hire vehicles may be taken outside the UK.

The rental price quoted for taking a vehicle outside the UK includes the provision of vehicle documentation legally required (form VE103, which indicates approved drivers and limit of countries to be visited) Charges for European breakdown cover is £35.

### **Driving Licenses & History**

**IMPORTANT** : Anyone who will be driving a Harris Hire vehicle must present a valid driving licence and DVLA code with their current address, in person, at the time of collection. No copies of licenses will be accepted. We cannot accept an expired photocard.

Drivers must have held a full driving licence for at least two years. Licence endorsements up to six points are accepted. If the driver has been banned from driving for a DD, DR or UT offence, or has been disqualified for 12 months or more, we will only rent 5 years or more after the return of the licence.

**Identification required if UK Resident. If you cannot fulfill the stated ID requirements please contact Harris Hire prior to booking to discuss options.**

When collecting the vehicle, the driver must also present:

Two additional forms of ID to confirm home address. One must be the credit card statement/bank statement for the credit card/debit card being presented for deposit and additional charges. The other should be a formal document (e.g. utilities bill) both must be dated within 3 Months of date of hire and be the original documents;  
a credit or debit card in their own name (see section on Rental Payment terms for further details); and  
additional drivers must present a valid driving licence and DVLA code (we cannot accept an expired photocard) and two additional forms of ID  
Please contact Harris Hire prior to hiring if you have any questions regarding identification required.

**Identification required if non UK Resident. If you cannot fulfill the stated ID requirements please contact Harris Hire prior to booking to discuss options.**

When collecting the vehicle, the Lead Driver must present  
passport (or national identity card if European citizen if this has been used to enter the UK)  
a credit card in their own name (please note debit cards are not accepted).  
a valid driving licence from country of residence (licence must show an English translation if not issued in Europe)  
travel documentation confirming dates of arrival and departure to/from the UK  
additional drivers must also present a valid driving licence from country of residence (licence must show an English translation if not issued in Europe)  
Vehicles with more than nine seats (including the driver) may not be rented by non UK Licence Holders

#### **Rental Payment Terms**

Harris Hire will endeavor to have the vehicle which is the subject of a confirmed reservation available on the day and at the time you have requested. If you decide to cancel your reservation or do not arrive to collect your reserved vehicle on the day and at the time you have reserved it, charges may be made and these are explained in these Rental terms.

Please read this carefully. If there is anything you do not understand or do not agree with, please ask any member of staff at Harris Hire.

By accepting these Terms & Conditions you consent to Harris Hire applying charges to your credit or debit card account. Harris Hire guarantees to have the vehicle you reserve or a higher classed vehicle available at the time and date you request.

**a) payment by credit card** - if you choose to pay by credit card (Mastercard, Visa) your card will be pre-authorized for the rental charges and any additional charges agreed to plus a further amount of £150 (Deposit for a Mercedes Crew Cab is £300.00). When you return the vehicle at the end of the hire period, the total additional charges, including any charges for fuel, damage, etc. will be calculated, and your card will then be charged for the final amount. At this point the pre-authorized amount will be released back to your credit card account. **This may take up to 15 days, depending on your card issuing bank.**

**b) payment by debit card** - if you choose to pay by debit card your card will be charged at the start of the hire for the rental charges and any additional charges, plus the value of the damage liability excess on the vehicle. Should you choose to accept a damage liability waiver reduction your card will be charged for the additional charges plus a further £15, however, please note that Harris Hire reserves the right to withdraw the option to purchase damage liability waiver, for example, due to extreme weather conditions. When you return the vehicle at the end of the hire period, the total additional charges, including any charges for fuel, damage, etc. will be calculated and debited from your card or taken from your Pre-Auth. All costs will be notified prior to debit by either phone or email.

**Please note this process may take up to five working days.**

In the event that you return the vehicle earlier than the date originally specified on the voucher, **no refund** will be made.

If you wish to return the vehicle after the time originally specified, you should contact Harris Hire to agree this. You will be charged for every day or part thereof 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**

All our hires run for a 24 hour period (unless otherwise stated in your rental agreement). If you do not bring the vehicle back on time, or if you do not contact us and get our agreement to an extension of your rental, you are breaking the conditions of this agreement and the insurance will be invalidated. We can charge you for every day or part thereof you have the vehicle after you should have returned it to us. Until we get the vehicle back we will charge you the daily rate specified on the rental agreement when you collect the vehicle.

# ALL ACCIDENTS MUST BE REPORTED WITHIN 2 HOURS

#### **Customer Service**

All customer queries or complaints should be made in writing or by contacting:

Email: [sales@harrishire.co.uk](mailto:sales@harrishire.co.uk)

Tel: 01702 233600

Post: Harris Hire, Unit 1, Wadham Park Stables, Church Road, Hockley, Essex SS5 6AS

The Query or Complaint will be investigated by the Customer Service team and where possible a decision reached. Further information may be required from you to enable the decision making process. A decision will then be communicated to you within 10 working days