

THE FIVE SIMPLE STEPS OF HANDOVER

STEP ONE (Licence and documentation);

- Arrive at HH Office with the relevant Documentation (See Step Two on driver requirements page)
 - We are required by our insurance company to take copies for our records.

STEP TWO (Signing of documentation etc);

- You will be advised of the insurance excess, a damage waiver (if available) will be offered for an additional cost, if required this will be added to your hire agreement.
- You will be required to sign all documentation as required;
 - Hire agreement.
 - Vehicle condition report.
 - Picture of the fuel gage showing what fuel we expect the vehicle to be returned with.
- You will then be briefed on the procedure in the unlikely event of breakdown or accident.

STEP THREE (Deposit payment);

- A 'PRE AUTHORISATION' DEPOSIT payment will be taken on either a credit or debit card
 - Please Note **(we cannot except cash for the 'pre authorisation)**
 - This a condition of hire from our insurance company and we **cannot** release the vehicle without doing so, it is referred to as a 'Traceable Identification'.
 - The payment will be returned to your card within 7 days of transaction (subject to satisfactory return of vehicle)

STEP FOUR (Payment of Hire);

- Payment for the hire is required BEFORE release of the vehicle, we can except most methods of payment, cash, credit / debit cards etc
 - Any hire extension of hire will need to be settled upon return of the vehicle, this can be deducted from the 'pre authorisation payment if preferred

STEP FIVE (Vehicle Handover);

- You will now been taken to your vehicle and shown around it,
 - A check will be carried out for any additional damage (if any) which will be added to the vehicle condition report
 - Fuel checked and clarified
 - A demonstration of the vehicle control instruments and instruction will be given
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- Once the vehicle check procedure has been carried you will be free to commence your journey.

Please Note;

Whilst every effort the is made to ensure the above procedure is a quick and simple as possible from time to time there may be in certain circumstances some delays, a few examples could be;

- Problems with DVLA website, Un suitable ID papers, Problems processing credit/debit card payments etc

All of these issues can be avoided if the hire is set up in advance by providing us with all details as required prior to your arrival

Please Note; If for any reason the licence check fails or cannot be carried out you will not be insured, therefore under **NO** circumstances will we be unable to release the vehicle to you.

Useful tip; In case of difficulty when checking licence follow link to live DVLA chat on WEBSITE !