

# Internet Terms and Conditions

These terms apply to all rentals that commence in the UK. All rentals in the UK will be subject to the Terms and Conditions contained in the Rental Agreement which will be provided upon collection or delivery (if appropriate) of the car or van. All UK Terms are subject to change between online booking and the time of rental. To download a PDF version of these Terms & Conditions, [click here](#)

|                                             |                                     |
|---------------------------------------------|-------------------------------------|
| <b>Driving License</b>                      | <b>2</b>                            |
| Endorsement Rules & customer qualification  | 2                                   |
| <b>Additional Driver</b>                    | <b>2</b>                            |
| <b>Vehicle images</b>                       | <b>2</b>                            |
| <b>Price</b>                                | <b>3</b>                            |
| <b>Cancellation and No Show Policy:</b>     | <b>3</b>                            |
| <b>Standard Deposits</b>                    | <b>3</b>                            |
| <b>Payment methods</b>                      | <b>3</b>                            |
| Credit & Debit Cards Accepted               | 3                                   |
| Cash / Cheques Payments                     | 3                                   |
| <b>Refunds</b>                              | <b>3</b>                            |
| <b>Rental period</b>                        | <b>3</b>                            |
| <b>Identification</b>                       | <b>3</b>                            |
| Identification required if UK Resident      | 3                                   |
| Identification required if non UK Resident  | 4                                   |
| <b>Insurance and waivers</b>                | <b>4</b>                            |
| Third Party Insurance                       | <b>Error! Bookmark not defined.</b> |
| Collision Damage Waiver                     | 5                                   |
| Theft Waiver                                | <b>Error! Bookmark not defined.</b> |
| Top Up CDW Cover                            | <b>Error! Bookmark not defined.</b> |
| <b>Delivery / Collection</b>                | <b>5</b>                            |
| <b>One-Way Rentals within the UK</b>        | <b>5</b>                            |
| <b>Travelling abroad</b>                    | <b>5</b>                            |
| <b>VAT</b>                                  | <b>5</b>                            |
| <b>Fuel</b>                                 | <b>5</b>                            |
| <b>Lost Property</b>                        | <b>6</b>                            |
| <b>Damage, Congestion Charges and Fines</b> | <b>6</b>                            |
| <b>Customer Service</b>                     | <b>8</b>                            |
| <b>Endorsement List</b>                     | <b>6</b>                            |

## Age

Minimum age for cars and vans: 21 years.

However some locations operate a minimum age policy of 23, please check with your renting location.

Maximum age for cars and vans: 69. Drivers aged up to 72 may be approved by the insurance company in some cases.

A young drivers surcharge may apply where the driver is aged between 21-25 years old. Higher excess rates and deposits may also apply.

Minimum age for prestige vehicles is 25 or 30 dependent on the vehicle

Minimum age for MPV, Minibus, Motorhomes and vehicles over 3.5t is 25. Please contact the location itself for more details.

## Driving Licence and Driving History

A full and valid driving licence must have been held for a minimum of 1 year which must be in the renter's current address. The 2 part style UK driving licence must be accompanied by its counterpart. If only one part is provided the renter will pay for a DVLA Licence check call. No copies of licences will be accepted.

Vehicles with more than 8 passenger seats require a D1 on the licence and are subject to a minimum £500 deposit.

Non UK driving licences must have been held for a minimum of 2 years,

Drivers aged under 25 must have held their driving licence for a minimum of 2 years,

Renters of motorhomes' minibuses, prestige and any vehicles over 3.5t must have held their licence for a minimum of 5 years. A minimum of £500 excess and £500 deposit will apply to these rentals.

Renters of motorhomes' with non UK licences will require insurance approval.

Renters who have had an accident within the last 3 years where the payout was more than £5000 may need insurance approval.

All renters are expected to have regular recent and continuous driving experience.

### Endorsement Rules

Drivers 21 – 22 must be free from Endorsement.

Drivers 23 – 24 are acceptable only if they do not disclose more than one Minor Conviction (see page 6) within the last 5 years.

Drivers 25 – 69 are acceptable if, in the last 5 years, they have Minor Convictions (see page 6) which total 6 points or less.

Persons who have been convicted of any major conviction during the past 5 years or have any prosecution pending will not be able to rent.

Renters with acceptable minor endorsements may be subject to a higher excess and deposit.

### Endorsements which are acceptable with additional £250 Excess

Speeding Disqualifications up to 6 points (within last 5 years)

Minor Convictions which total 7 to 9 points (within last 5 years)

For details on driving licence endorsements please see bottom of page.

## Customer Qualification & Exclusions

The following persons will NOT be covered by insurance:

Persons having not held a full UK licence for the required period.

Persons not having the correct entitlement to drive the vehicle being hired.

Use of the vehicle for carriage of passengers for hire or reward, racing, competitions, rallies or trials or hire for re-hire by the renter.

Persons who have had a policy cancelled or proposal declined or a renewal refused by an insurer.

Persons involved in the last 3 years in two or more accidents or one accident with costs exceeding £5000.

Persons hiring vehicles paying with cash, unless a credit or debit card is used to guarantee a deposit or excess.

Drivers involved with or connected with the following occupations:

**NON-UK ARMED FORCES, ENTERTAINERS, SPORTS PROFESSIONALS, STUDENTS (other than cars), HAWKING OR GENERAL DEALERS, SCRAP MERCHANTS/DISMANTLERS, PROFESSIONAL GAMBLERS, MODELLING and UNEMPLOYED PERSONS –**

check with renting locations for full details.

## Additional Drivers

With the prior consent of Practical, evidenced by inclusion on the Rental Agreement, the car or van may be driven by other persons. All drivers must meet the standard Practical qualifications, shown above. An additional driver(s) charge may be levied.

## Vehicle images

Vehicle images are examples only. Specific models cannot be guaranteed.

## Price

Rates include insurance (subject to the damage liability of the vehicle), VAT, breakdown cover & 200 miles per day, 1000 per week and 2000 per month (unless otherwise stated. N.B. The term "unlimited mileage" assumes a vehicle on a rental in excess of 28 days will incur no more than 2000 miles during this period. ) If your mileage is likely to exceed 2000 miles per month please contact the renting location for full details before placing your booking.

## Cancellation and No Show Policy

If your travel plans change, you may cancel your booking free of charge anytime up until 24 hours before your rental is due to start. (rentals commencing on a Monday require 48 hours notice of cancellation). If you fail to pick up your car or van on the day your rental is due to start, or do not cancel with more than 24 hours notice prior to the time it is due to start, you will be required to pay £35 or the locations own designated fee which will be charged to your credit or debit card to compensate us for having held the car or van for you without any rental transaction taking place.

## Standard Deposits

All rentals except MPV, minibuses and vehicles above 3.5t are subject to a standard minimum £250 deposit at the time of rental in addition to the appropriate rental charges. These funds may be Authorised\* on all payment types where the card will be charged and refunded after the rental period. Cheques and cash are not accepted.

MPV, minibuses and vehicles above 3.5 tonnes have a minimum deposit of £500 and locations may not offer CDW on these vehicles.

\*Authorised means that the amount is 'marked' against the card but not actually charged to it. The Authorisation therefore reduces the cardholder's available credit as against their approved limit. The amount does not appear on the customer's monthly statement.

## Payment methods

### ***Credit & Debit Cards Accepted***

MasterCard, Visa, Visa Debit. Some locations may not accept the following cards as methods of payment: Switch, Solo, and Maestro. On 28 day rentals, the deposit and first 28 day charge is Authorised\* at check out. At the end of 28 days, a charge is made for those days and a further Authorisation taken for the next period (up to a maximum of 28 days). In all other cases payment will be charged to the payment card along with the deposit at the end of Rental.

### ***Cash / Cheques Payments***

Are only possible for certain vehicle categories at certain locations and are subject to a credit or debit card being used to cover the deposit.

## Refunds

All deposits will be refunded depending on the condition of the car or van when you return it to us. Note: Refunds may take up to 10 working days to credit in to your bank account/ credit card account. In the event that you return the vehicle earlier than the date originally specified on the reservation made on line, **no refund** will be made.

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

You will have the vehicle for the rental period shown in your Reservation Confirmation. 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. We can charge you for every day or part-day 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.

## Identification

### ***Identification required if UK Resident***

When collecting the vehicle, the Lead Driver (Payee) must present

- A valid driving licence. If old (paper-only) style, official photo ID must also be presented. If new (photocard+counterpart) style, both parts are required. If the licence does not show current home address (this includes licences issued in EU countries and driver resides in UK), a valid passport or national identity card must be presented

- 2 additional forms of ID to confirm home address. One must be the credit card/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 12 weeks of date of hire
- A credit or debit card in their own name.
- Additional drivers must present a valid driving licence (both parts of new UK Licence are required plus passport or national identity card if licence does not show current home address)
- Please contact the location prior to hiring if you have any questions regarding identification required

### **Identification required if non UK Resident**

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 non UK debit cards are not accepted)
- A valid driving licence from country of residence and a valid International Driving Permit issued from the country of origin -if not issued in Europe or if the licence is not in English)
- Travel documentation confirming dates of arrival and departure to/from the UK
- Additional drivers must also present a valid driving licence from their country of residence and a valid International Driving Permit issued from the country of origin - if not issued in Europe or if the licence is not in English)

Vehicles with more than 9 seats (including the driver) may not be rented by non UK Licence Holders

Non UK Licence holders wishing to rent motorhomes may require insurance approval.

## **Insurance and Collision Damage Waiver**

***Insurance is included in the cost of the hire and offers the hirer peace of mind in the event of loss or damage to the hire vehicle by reducing the hirers liability to an agreed excess. The policy satisfies the requirements of the relevant law applicable in Great Britain and Northern Ireland to insure against liabilities for death, bodily injury and property damage caused by, or arising out of, the use of a vehicle on the road in Great Britain or throughout the member states of the European Union.***

### **Significant Features**

Loss or damage to the hire vehicle

Third Party Liability for death, injury and accidental damage to property

Hirer eligibility

### **Exclusions and Limitations**

Excludes loss or damage arising from theft or attempted theft whilst the ignition key has been left in or on the vehicle.

Any excess agreed at point of rental. Some vehicle types and drivers under 25 years of age may have an additional excess levied.

Unlimited indemnity for death or injury.

Indemnity for accidental damage to other persons property:

- £20,000,000 in respect of cars
- £5,000,000 for all other vehicles
- £5,000,000 in respect of all vehicles for acts of terrorism
- £1,000,000 in respect of all vehicle carrying hazardous goods
- £5,000,000 in respect of prosecution under the Corporate Manslaughter Act.

Excludes hirers and drivers who:

- have not held a full driving licence for 12 months if aged 25 years or over
- have not held a full driving licence for 24 months if between 21 and 24 years of age.
- are engaged in professional gambling, sport or entertainment, hawking or general dealing, street or market trading, modelling or are students (other than for cars) or are unemployed.
- have been involved in more than one motoring accident or claim or one accident or claim with costs exceeding £5000 in the last three years.
- does not meet any of the requirements set out elsewhere in these terms and conditions.

***Collision Damage Waiver (CDW) is not included in the cost of the hire, but can be purchased to reduce the hirers excess to a minimum of £150, depending on the location. Collision Damage Waiver may not be available on all vehicle types and may be withdrawn at any time (for example, due to extreme weather conditions) and at the discretion of the renting location.***

## **Delivery / Collection**

If delivery has been agreed in advance:

- ✓ Payment for the full cost of the hire must be made at time of reservation
- ✓ The vehicle will leave the nearest Rental location with a level of fuel. The customer is responsible for leaving the vehicle with the same level of fuel on collection
- ✓ Free Delivery and Collection is subject to car and driver availability and cannot be used in conjunction with any other promotion. The rental is subject to the normal rental agreement terms
- ✓ Practical reserve the right to suspend, cancel or amend delivery and collection service at any time without giving prior notice
- ✓ Practical retain the right not to deliver a car if you fail to comply with any of these Terms and Conditions

## **One-Way Rentals within the UK**

One way rentals are permitted at most rental locations and may end at any UK mainland destination. One way fees vary and apply to all one way rentals. The fees vary and are included in the quote price. Each location will have specific charges and terms apply.

## **Travelling abroad**

The Overseas Charge is applicable to all customers travelling to the countries below and is charged at each location. The Overseas Charge is payable on collection of the car or van or the VE103B (see below) form whichever is later. The Overseas Charge is applied for the provision of the VE103B document and the European Travel Document, if appropriate, and European Motoring Assistance and recovery. If you intend to travel abroad you will need to advise the rental location giving a minimum of 24 hours notice.

- ✓ Austria (A)
- ✓ Belgium (B)
- ✓ Denmark (DK)
- ✓ Finland (FIN)
  
- ✓ France (F)
- ✓ Germany (D)
- ✓ Greece (GR)
- ✓ Hungary (H)
- ✓ Italy (I)
- ✓ Luxembourg (L)
- ✓ Netherlands (NL)
- ✓ Norway (N)
- ✓ Poland (PL)
- ✓ Portugal (P)
- ✓ Spain (E)
- ✓ Sweden (S)
- ✓ Switzerland (CH)

## **VAT**

All prices include VAT at the prevailing rate unless otherwise stated.

## **Fuel**

All vehicles are supplied with an agreed level of fuel at start of rental. Renters must return the vehicle with the same level of fuel on return. If the vehicle is not returned with the same amount of fuel, Practical will re-fuel the car for you, however costs are likely to be higher than local fuel pump rates and an admin fee may also apply.

## Lost Property

Any property placed in the car or van is at your own risk and Practical takes no responsibility for it. You must check you have not left any personal property in the car or van before you return it back to Practical. Any unclaimed property will be disposed of 3 months after the end of the rental period.

## Damage, Congestion Charges and Fines

There are some cities in the UK, for example London and Durham, which charge congestion fees for driving in and through them. You are liable for the payment of such fees along with any fines or subsequent charges incurred during the rental. These will be emailed to you, along with a receipt for payments which will be taken by your nominated payment card. If the vehicle is returned and there is subsequent damage to the vehicle that was not on the check out sheet, the location will let you know within 48 hours. Any charges below the excess will either be retained from your Authorisation or taken on your nominated payment card. A receipt will be sent to you along with details within 24 hours of the money being debited. An admin fee may be applied.

## Full Endorsement Rules

Drivers 21 – 22 must be free from Endorsement.

Drivers 23 – 24 are acceptable only if they do not disclose more than one Minor Conviction (see section 5c) within the last 5 years.

Drivers 25 – 69 are acceptable if, in the last 5 years, they have Minor Convictions (see section 5c) which total 6 points or less.

### Acceptable with additional £250 Excess

Speeding Disqualifications up to 6 months (within last 5 years)

Minor Convictions which total 7 to 9 points (within last 5 years)

For details on driving licence endorsements please see bottom of page.

## Major Convictions

Persons who have been convicted of any major conviction during the past 5 years or have any prosecution pending will not be able to rent.

### Accident Offences

AC 10 - Failure to stop and/or give particulars after an accident

AC 20 - Failure to give particulars or report an accident within 24 hours.

AC 30 - Undefined accident offence.

### Disqualified Driver Offences

BA 10 - Driving whilst disqualified by a Court

BA 20 - Driving whilst disqualified by reason of age

BA 30 - Attempting to drive whilst disqualified by a Court

XX 99 - Over 3 months disqualification under „totting-up“ procedure.

TT 99 - Disqualification under „totting-up“ procedure.

NE 99 - Non-endorsable offence for which you can be disqualified (criminal act, etc...)

### Careless Driving Offences

CD 40 - Causing death through careless driving when unfit through drink.

CD 50 - Causing death by careless driving when unfit through drugs.

CD 60 - Causing death by careless driving with alcohol level above the limit

CD 70 - Causing death by careless driving then failing to supply a specimen for analysis.

### Insurance Offences

IN 10 - Using a vehicle uninsured against third party risks

### Licensing Offences

LC 30 - Driving after making a false declaration about fitness when applying for a licence.

LC 40 - Driving a vehicle having failed to notify a disability

LC 50 - Driving after a licence has been revoked or refused on medical grounds.

### Miscellaneous Offences

MS 40 - Driving with uncorrected defective eyesight or refusing to submit to a test

MS 50 - Motor racing on the highway  
MS 60 - Offences not covered by other codes  
MS 70 - Driving with uncorrected defective eyesight  
MS 80 - Refusing to submit to an eyesight test.  
MS 90 - Failure to give information as to identity of driver etc.

#### ***Theft of Unauthorised Taking Offences***

UT 10 - Taking or driving away a vehicle without consent or an attempt thereat  
UT 20 - Stealing or attempting to steal a vehicle  
UT 30 - Going equipped for stealing or taking a vehicle  
UT 40 - Taking or attempting to take a vehicle without consent; allowing oneself to be carried in or on a vehicle knowing it to have been taken without consent  
UT 50 - Aggravated taking of a vehicle.

#### ***Dangerous Driving Offences***

DD 10 -  
DD 20 -  
DD 30 - Reckless driving  
DD 40 - Dangerous driving  
DD 60 - Culpable homicide while driving a vehicle  
DD 70 - Causing death by reckless driving  
DD 80 - Causing death by dangerous driving

#### ***Drink and Drug Offences***

DR 10 - Driving or attempting to drive with blood/alcohol level above the limit  
DR 20 - Driving or attempting to drive while unfit through drink  
DR 30 - Driving or attempting to drive then refusing to supply a specimen for analysis  
DR 40 - In charge of a vehicle while alcohol level above limit  
DR 50 - In charge of a vehicle while unfit through drink  
DR 60 - In charge of a vehicle then refusing to supply a specimen for analysis  
DR 70 - Failure to provide a specimen for breath test  
DR 80 - Driving or attempting to drive when unfit through drugs  
DR 90 - In charge of a vehicle when unfit through drugs.

### **Minor Convictions**

#### ***Construction and Use Offences***

CU 10 - Using a vehicle with defective brakes  
CU 20 - Using a vehicle with parts or accessories in a dangerous condition  
CU 30 - Using a vehicle with defective tyres  
CU 40 - Using a vehicle with defective steering  
CU 50 - Causing or likely to cause danger by reason of load of passengers  
CU 60 - Undefined failure to comply with construction and use regulations.  
CU 80 - Using a mobile phone while driving a motor vehicle

#### ***Careless Driving Offences***

CD 10 - Driving without due care and attention  
CD 20 - Driving without reasonable consideration for other road users  
CD 30 - Driving without due care and attention or without reasonable consideration for other road users.

#### ***Licensing Offences***

LC 10 - Driving without a licence  
LC 20 - Driving otherwise than in accordance with a licence

#### ***Miscellaneous Offences***

MS 10 - Leaving a vehicle in a dangerous position  
MS 20 - Unlawful pillion riding  
MS 30 - Playstreet offences

#### ***Motorway Offences***

MW 10 - Contravention of Special Road Regulations

### ***Pedestrian Crossing Offences***

PC 10 - Undefined contravention of pedestrian crossing regulations  
PC 20 - Contravention of pedestrian crossing regulations with moving vehicle  
PC 30 - Contravention of pedestrian crossing regulations with stationery vehicle

### ***Provisional Licence Offences***

PL 10 - Driving without „L“ plates  
PL 20 - Not accompanied by a qualified person  
PL 30 - Carrying a person not qualified  
PL 40 - Drawing an unauthorised trailer  
PL 50 - Undefined failure to comply with conditions of a provisional licence

### ***Speeding Offences***

SP 10 - Exceeding goods vehicle speed limit  
SP 20 - Exceeding speed limit for type of vehicle  
SP 30 - Exceeding statutory speed limit on a public road  
SP 40 - Exceeding passenger vehicle speed limit  
SP 50 - Exceeding speed limit on a motorway  
SP 60 - Undefined speed limit offence

### ***Traffic Direction and Sign Offences***

TS 10 - Failing to comply with traffic light signals  
TS 20 - Failing to comply with double white lines  
TS 30 - Failing to comply with a „Stop“ sign  
TS 40 - Failing to comply with directions of a traffic warden/constable  
TS 50 - Failing to comply with a traffic sign  
TS 60 - Failing to comply with a school crossing patrol sign  
TS 70 - Undefined failure to comply with a traffic direction or sign

### **Disclaimer**

These terms and conditions are to ensure that all rentals comply with the PCVR Limited Insurance regulations imposed by our underwriters.

They in no way intend to discriminate against any persons.

They serve only to promote safe vehicle use, driving and public safety.

**Customers will be required to sign a rental agreement which has our full terms & conditions shown on the reverse,**

### **Customer Service**

All customer queries or complaints for hires within the UK should be made in writing or by contacting:

Email: [rental@practical.co.uk](mailto:rental@practical.co.uk)

Tel: 0121 7728599

Practical Car & Van Rental Ltd  
21-23 Little Broom Street  
Birmingham  
B12 0EU

The Query or Complaint will be investigated by the Area Managers and where possible a decision reached. Further information may be required from you to enable the decision making process. A decision will be communicated to you within 21 working days. If no resolution can be reached and the site in question is a member of the BVRLA, you are entitled to refer your complaint to the conciliation service managed by the British Vehicle Rental and Leasing Association at [complaint@bvrla.co.uk](mailto:complaint@bvrla.co.uk)