

F. A . Q

What do I have to have with me when I collect the vehicle?

When taking collection of your hire vehicle you need to have the following available:

Driving License: All UK residents must produce a full valid British or International driving licence held for at least two years (If you have a new UK photocard licence you must produce the paper counterpart also) All International hirers must provide a readable unexpired licence from their country of origin. If the licence is not in English, an international driving permit must also be provided. It is the hirers responsibility to ensure that he / she has the appropriate licence.

Identification: All UK residents must be able to produce a recent utility bill or bank statement and a valid credit, switch or debit card in the name of the main hirer. International hirers must be able to produce a passport and valid credit card in the name of the main hirer.

What do I do in the event of an accident?

In the event of an accident occurring with our vehicle, there are several things that you need to do:

Get the details of the other party.

Contact the Practical Location.

Inform your own insurance company

Do you provide breakdown cover?

We provide full 24 hour breakdown cover at no extra cost. Full instructions are provided with your hire vehicle, telling you what you need to do in the event of a problem occurring with your car.

What is your fuel policy?

All vehicles are normally on an empty to empty basis. We provide the vehicle with a minimal amount of fuel, allowing you to gauge for yourself how much you need to use. This means that there are no fuel deposits or additional costs to pay on returning the vehicle.

If a vehicle is returned with less than the reading as recorded on the rental agreement, the refuelling cost, to the recorded level, plus a service charge, equivalent to £0.15 per litre on pump prices, will be made and charged to The Lessee. Under Customs & Excise rules, the total cost of this service is subject to VAT. Any petrol used during delivery and collection will also be charged at the above rate.

Are there any mileage restrictions?

You will need to select the mileage allowance at the start of your hire, either 1,500, 2,000 or 2,500 miles per Rental Period, excess mileage over that is charged at £0.12 per mile, with excess mileage chargeable after every vehicle exchange and vehicle off-hire. Excess miles will be calculated by multiplying the days of hire (from first day of hire to date of exchange or off-hire) by the relevant mileage allowance. Practical must be notified once the vehicle odometer has covered 9,000 miles. If the vehicle is driven in excess of 10,000 miles on the odometer without the prior written consent of Practical, excess mileage will be charged at £0.50 per mile

Do you guarantee a particular model of vehicle?

The vehicles shown on our website are typical of the most common vehicles that we supply. Unfortunately we are not able to guarantee a specific model, only the group of vehicle. In the event that we do not have a vehicle available in the group booked, we will only ever upgrade to the next highest group.

Do you have any cleaning charges?

We do not normally impose a cleaning charge for vehicles hired. There may be certain circumstances where we would require an additional fee. An example of this would be an instance where you are going to be carrying pets in our vehicle. If in doubt you should contact us prior to your hire commencing.

How often are your vehicles serviced?

All vehicles are serviced within manufactures guild lines.

How old are your vehicles?

Our fleet is rotated regularly and all our vehicles are under 1 year old with the majority under 6 months.

Do you offer delivery and collection?

Delivery and collection can be arranged subject to availability.

Do I have to pay to take the vehicle abroad?

Customers can take our vehicles abroad for an additional charge. If you want to go abroad this should be mentioned at the time of booking with information about the length of time out of the country and the countries you are visiting so as to enable our staff time to get all relevant documentation and cover arranged. This documentation is essential when passing national borders as otherwise the vehicle is liable to be seized by Customs and Excise. All of this documentation can be obtained from us and customers should contact us for a quote. Please note that some countries are not eligible for this cover.

What methods of payment do you accept ?

We accept all major credit cards apart from **Diners Club**. We can also accept debit cards however we are unable to accept payment by **American Express, Solo, Visa Electron, Lazer** or **Cash Plus**. We do not accept cash or cheque as a method of payment under any circumstances. All credit and debit cards used must be in the name of the main hirer of the vehicle. We are unable to accept 3rd party payments.

What is your policy on Fines?

Any Fines incurred during the rental period will be the responsibility of The Lessee, any such charges will be billed together with an administration fee of £25.00 + VAT. The renter is responsible for any parking charges and fines or towing fees incurred once the vehicle is delivered and until collected by a representative of Practical. Any vehicles left in a car park and not returned to an agreed location will be subject to collection, towing and or parking charges.

This information is correct as of January 2008 and is subject to change.

These are some of the most common questions we get asked. If you still need advice, please contact us on 0121 703 6129