

# Rental Charter



**As a member of the British Vehicle Rental and Leasing Association we pledge to provide for our customers:**

- ▶ a vehicle which is suited to your needs and maintained to the manufacturer's recommended standards, which has been cleaned and thoroughly checked.
- ▶ complete details of pricing, fuel/battery policies and any excess mileage charges.
- ▶ an overview of our damage and theft protection options, including excess levels and exceptions to the protection.
- ▶ the opportunity to inspect the interior and exterior of the vehicle prior to the rental to ensure it is in line with the condition stated on the inspection report or rental agreement.
- ▶ the opportunity to inspect the vehicle when it is returned at the end of rental and agree on the condition. If this is not possible then we will agree this with you in writing and any additional damage found will be charged to you.
- ▶ a commitment to the British Vehicle Rental and Leasing Association's Code of Conduct.
- ▶ an effective complaints procedure with access to the Conciliation Service administered by the British Vehicle Rental and Leasing Association.

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**BVRLA**

Quality Assured