



TERMS & CONDITIONS OF VEHICLE HIRE

Important numbers:

Always call us first to advise!

Blacklight Tours Ltd	+44 (0) 207 993 6665 (office) +44 7458 195666 (urgent)
Accident claim line:	+44 344 873 8183 (Markerstudy)
AA Breakdown line:	0800 107 5867

CONDITIONS OF HIRE:

All hires are subject to our terms & conditions which follow below. For the purposes of these conditions, "The Company" shall be deemed to refer to "Blacklight Tours Ltd" and the "Customer" to any company, partnership or individual who shall enter into any hire agreement with "Blacklight Tours Ltd" which under the terms of English Law might be defined as a Contract.

INSURANCE ELIGIBILITY:

In order to accept your booking we must first confirm you are suitable for our insurance. We insure UK / EU / AUS / USA / NZ / CAN drivers between 23 and 70 years of age. For other nationalities please contact us first.

Your driver must fit the following rules:

1. Has held a UK / EU / AUS / USA / NZ / CAN licence minimum 2 years
2. Licence has no more than 6 penalty points (exceptions must be validated)
3. Driver has had no accidents in last 3 years (notify us if they have so we can validate)
4. No driving convictions, bans or major endorsements (i.e. DR10) in 5 years
5. All drivers are 23 – 70 years of age and held a full licence minimum two full years

IDENTIFICATION: We require:

1. Scan of front & back of your driving licence (photo card only) for ALL drivers
2. Two recent utility bills / bank statements dated in last three months with current address which matches your driving licence.
3. DVLA check code for UK drivers. Generate code, go to 'active codes' then share / print and send us the PDF file of your driving summary NOT the check code itself.

For non-UK drivers: DVLA check is possible, so include your licence and passport scans. As well as proof of address.

PAYMENT:

To secure and confirm your booking we require 10% holding deposit (minimum £100). This can be paid via debit card, credit card (charges may apply) or BACS bank transfer. The balance of your hire fee must be cleared prior to the van leaving our premises.

CARD FEES:

UK business/commercial cards are subject to a 1.5% processing fee (2% for American Express business cards). Non-UK cards incur a 3% processing fee

INSURANCE EXCESS:

Our insurance excess is minimum £1500 for drivers over 25. For young drivers under 25 the excess has a £200 surcharge. Please note that this may be higher for drivers with non-UK licences, or for other reasons such as points on their licences or driving offences.

ACCIDENT CLAIMS:

It is strongly advised that claims be reported within the first TWO HOURS of the incident occurring, if safe to do so. The incident should also be reported to us on +44 (0) 207 993 6665 or by SMS if more practical on +44 7458 195666 and we can call you back. You can also call the insurers Marker Study 24/7 (for notification purposes only, as only we can decide on claims) on 0344 873 8183 if we are closed. The hirer agrees that the excess payable under this agreement may be used by the lessor to offset the cost of repairs in the event that the lessor's vehicle or a third party vehicle is damaged. Whilst we do try to keep repair costs down, we do operate a like-for-like policy.

THE MOTOR INSURANCE DOES NOT COVER:

Our vehicle insurance does not cover tyres, wheels (including stolen spare wheels), personal belongings or mechanical damage caused by the hirer's negligence. Glass and windscreen damage may be covered separately, subject to the applicable glass excess and insurance policy conditions. Where the hirer is liable for uninsured damage,

reasonable repair or replacement costs may be charged. Mechanical damage will be assessed by an independent mechanical specialist.

If you notice warning lights, unusual noises or any mechanical problems, stop driving as soon as it is safe and contact Blacklight Tours immediately on +44 (0)20 7993 6665 or +44 7458 195666 (also available on WhatsApp).

CONTENTS INSURANCE:

This is not included as part of your hire agreement or vehicle insurance and we recommend you take out your own policy.

DAMAGE AND FINES:

The hirer is responsible for vehicle damage in accordance with the insurance exclusions and the Agreement of Terms below. This includes damage to tyres, wheels, glass, interior fittings and equipment where the hirer is liable. Applicable insurance excesses and reasonable repair or replacement costs may be charged.

It is the hirer's responsibility to pay for all parking, congestion and other penalty charges (PCN / parking charge notices etc) in full. Please notify us immediately if you think you have picked up a parking / penalty charge as these are normally reduced by 50% if paid within 14 days.

OUT OF HOURS RETURN:

If the hirer opts to return out of hours (unmanned – park up & key drop) then they assume full risk of damages that may occur whilst parked up on street. We check the vehicles when we open up for business from 10am Mon – Sat (Sunday by appointment only). If returning out of daylight hours (manned) then we do not guarantee that checks in the dark are accurate until we can check in full daylight.

AGREEMENT OF TERMS

1. Oil, AdBlue and Coolant Levels

Blacklight Tours will check the engine oil, AdBlue and coolant levels before or at the start of the hire period. During the hire, the hirer is responsible for monitoring these levels and ensuring they are maintained in accordance with the manufacturer's recommendations.

We can demonstrate how to check and top up the necessary fluids and can supply spare engine oil if requested. If any fluid level becomes dangerously low, or a warning light appears, the hirer must stop driving as soon as it is safe to do so and contact Blacklight Tours immediately.

The hirer may be held responsible for damage resulting from negligence or failure to follow these instructions.

2. Engine Damage and Negligence

If the engine is damaged or destroyed during the hire period as a result of negligence by the hirer or an authorised driver, the hirer will be responsible for the reasonable costs of repair or replacement.

An independent mechanical specialist will be used to establish the cause of the damage. If you hear unusual engine noises or notice dashboard warning lights, stop driving as soon as it is safe to do so and contact Blacklight Tours immediately. Continuing to drive despite warning signs may result in liability for any additional damage caused.

3. Diesel, AdBlue and Incorrect Fuelling

Do not allow the vehicle to run out of diesel, AdBlue or engine oil. All our vans require diesel fuel only. Never fill the vehicle with petrol. If incorrect fuel is added, do not start the engine and contact Blacklight Tours immediately. The hirer will be responsible for reasonable recovery, repair and associated costs resulting from incorrect fuelling or negligent failure to maintain essential fluid levels.

4. Tyres and Wheels

All our vans are supplied with tyres that meet legal tread depth requirements. If travelling into areas where winter tyres are compulsory, you must notify us in advance. Any concerns regarding tyre condition must be reported within 24 hours of the start of your hire. The hirer is responsible for tyre or wheel damage incurred during the hire period where attributable to their use of the vehicle, excluding fair wear and tear or pre-existing defects. The reasonable cost of repair or replacement may be deducted from the damage deposit.

5. Glass and Windscreen Damage

Glass and windscreen damage is subject to a separate insurance excess of £100 per claim, where covered by our insurance policy. Any damage to glass must be reported to Blacklight Tours immediately. Damage not covered by the glass policy may be charged to the hirer in full, where the hirer is liable.

6. Vehicle Security and Breakdown Safety

The hirer must ensure the vehicle is locked and secured whenever unattended and take reasonable precautions to park in a safe and suitable location. The hirer must not knowingly place the vehicle at unnecessary risk of damage or theft. In the event of a breakdown, stop in a safe location as soon as possible and contact Blacklight Tours or the designated breakdown provider. On motorways and major roads, follow the relevant

road safety guidance, including exiting the vehicle and moving to a safe location away from traffic where it is safe to do so. Do not attempt repairs or continue driving if doing so could cause further damage or create a safety risk.

VEHICLE LIMITATIONS OF USE: The vehicle **MUST NOT** be used for:

1. Carrying goods in contravention of customs regulations or for any illegal purpose.
If vehicle is impounded or taken out of hirer's possession by police or any other institution as result of breach of this condition, the hirer shall continue to pay the vehicle daily rental rate and any incurred fines or impound charges until the vehicle is returned to the company.
2. To carry passengers or property for consideration, express or implied.
3. To tow any vehicle or trailer without the prior written consent of Blacklight Tours Ltd.
4. Motor sports, racing, pace-making, rallying or speed tests.
5. Tuition purposes.
6. The hirer or any person(s) nominated or employed by the hirer must be at least 23 years of age, duly qualified and has held a FULL licence for two years.
7. In the case of anyone not prior agreed to drive the vehicle by the company, please contact us and send a copy of their licence for approval before letting them drive. This includes in the case of breakdown or accident.
8. Carrying more persons than seats (i.e. maximum of 9 in 9 seater vehicle), nor to carry a number of persons or equipment which would cause the vehicle to be overloaded or which exceeds any applicable individual axle plated weights or so as to render the vehicle unsafe. The hirer agrees to pay any fines for overloading.
9. Outside of UK without permission of the lessor. Outside of Europe whatsoever.

IN THE EVENT OF AN ACCIDENT:

The hirer and any authorized user should adhere to the following procedure:

1. Pull over to a position of safety if possible. Do not abandon the vehicle.
2. **DO NOT ADMIT LIABILITY**
3. Obtain the name, address, vehicle make / model / registration of ALL parties involved.
4. **CALL US** on +44 (0) 207 993 6665 or +44 7458 195666 or Markerstudy on +44 344 873 8183
5. Notify the police immediately if another party's guilt or liability has to be ascertained, or if any person is injured.
6. Do nothing to render the policy invalid or voidable, contact us if any doubt.

IN THE EVENT OF A BREAKDOWN:

Our vehicles are covered by 24 hour EU breakdown.

In the event of a breakdown contact

AA Breakdown line: 0800 107 5867

Some vehicles may have Mercedes-Benz MobiloVan breakdown cover: +44 20 7660 9991. Please check with us if you are unsure which provider covers your vehicle.

Do not authorise any repairs without our permission.

Where tyre damage is the hirer's responsibility under these terms, the hirer must arrange repair or replacement with Blacklight Tours' approval. Breakdown assistance may provide roadside support but does not necessarily cover the cost of replacement tyres.

The included roadside assistance will only swap damaged tyre for a serviceable spare (usually kept underneath the vehicle). Our vehicles usually carry one working spare wheel unless notified. If broken down, keep any receipts incurred in order for us to attempt to reclaim costs. Notify the breakdown service prior to spending money on hotels / taxis etc so as to avoid any non-acceptance of expense refund claims. We do not refund for loss of earnings. Where possible we will send out a replacement vehicle if your vehicle is not serviceable.

You agree to all the above once you sign our Vehicle Rental Agreement on collection of your vehicle. Whether that is the hirer themselves or their appointed representative.

CANCELLATION & REFUND POLICY

We understand that plans can change. However, as our vehicles are reserved specifically for each booking, cancellations at short notice can result in lost hire opportunities.

10 or more full working days before hire: You will receive a full refund of all payments made, including your reservation deposit.

Between 48 hours and fewer than 10 full working days before hire: You will receive a refund of all payments made, less your reservation deposit (10% of the total hire fee, minimum £100).

Less than 48 hours before hire: A cancellation charge of up to 10 days' hire may apply, limited to the total booked hire fee.

Cancellation during hire or early return: A charge of up to 10 days' remaining hire may apply, limited to the unused booked hire period.

Calculation of cancellation charges: Any charge calculated by reference to a number of hire days will be based on the corresponding portion of the agreed hire price, taking account of any applicable discounts.

Cancellation charges will reflect our reasonable losses, taking into account costs saved and any replacement bookings secured. Charges will not exceed the applicable limits stated above.

How to cancel: All cancellations must be submitted by email to info@blacklighttours.co.uk, quoting your invoice number. Cancellation notice is effective when the email is received.

Working days: Monday to Friday, excluding public holidays in England and Wales. The day of cancellation and the scheduled collection day are not counted as full working days.

Nothing in this policy affects your statutory rights.

Blacklight Tours Ltd